Negotiation Call Transcript

*The transcript begins a few minutes into the call where Luke gets questions about the quote*

**Prospect:** What about my team’s questions about the content and approval workflows? Isn’t that just part of the agreement and built-into what we’re getting. Did I misunderstand something?

**Luke:** Nope that’s part of the agreement. What’s listed on there for price is a group of enterprise features. So, let me tell you something. The amount would be a lot more if I was to quote you for the entire enterprise package. But I can get you exactly what you need a la carte at this price point.

**Prospect:** Ok, so we’re paying for this every month per user. It’s ongoing at this rate for these items we requested. That’s how it works? Correct.

**Luke:** That’s exactly right.

**Prospect:** Alright. OK. And then lastly my team is going to beat you up about price. What do you want me to tell them about that? That you already gave me a discounted price?

**Luke:** Well we did already work around your payment terms to fit your budgeting schedule.

**Prospect:** Right.

*Luke and the prospect then sat in silence for 1 minute and 37 seconds. The prospect hung up without saying anything else. Luke called back and chatted some more. The prospect then signed the deal with no discounts.*