

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.*