

Master Objection Handling Battlecards

myvirtualassistantapp.com

Master Sales Objection Battlecards & Conversational FAQ

Brand: My Virtual Assistant App

Effective Date: September 11, 2026

Confidentiality: Proprietary Commercial Intellectual Property

■ ■ Operations & Concurrency

1. "What happens when multiple customers call at the exact same time?"

- **Winning Answer:** "Unlike a human receptionist or single phone line that gives busy signals, our AI scales horizontally. If 5 or 50 callers ring in at the same second, 5 or 50 independent instances answer instantly in parallel with zero hold time. Each call gets separate lead capture and instant SMS dispatch."*

2. "What happens if a caller asks a complex question the AI doesn't know?"

- **Winning Answer:** "The assistant never guesses or hallucinates. It politely says, 'That's a great question—let me take down your exact details so Mr. Wells or our lead specialist can call you directly with that exact answer.' It then captures their callback number and sends you an urgent notification."*

3. "Can the assistant transfer emergency calls live to my cell phone or on-call tech?"

- **Winning Answer:** "Yes! We configure emergency triage rules. If a caller says their pipe burst, car is stranded on the highway, or AC failed in extreme weather, the assistant initiates an immediate live warm transfer to your emergency line while still recording the details."*

4. "Do I have to change my existing phone number or carrier?"

- **Winning Answer:** "Not at all. You keep your exact number and carrier (Verizon, AT&T, T-Mobile, RingCentral, etc.). You simply dial *71 on your phone to forward unanswered calls to your dedicated AI line. Your customers never see a different number."*

5. "What if a caller has bad reception, thick accent, or screaming kids in the background?"

- **Winning Answer:** **"We use Deepgram Nova-2 speech recognition with advanced acoustic background noise suppression. It filters out traffic, machinery, and ambient chatter, maintaining 98%+ transcription accuracy."**
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■ Integrations, Workflows & Payments

6. "Can the assistant book appointments directly onto my calendar or CRM?"

- **Winning Answer:** **"Yes. We integrate directly with Google Calendar, Calendly, Cal.com, and industry CRMs like Jobber, Housecall Pro, ServiceTitan, and HubSpot to check real-time availability and schedule qualified bookings on the fly."**

7. "Can the assistant give price quotes over the phone?"

- **Winning Answer:** **"You have full control. We can program it to quote standard fixed diagnostic rates (e.g., '\$89 diagnostic fee'), or instruct it to protect your margins by stating that an accurate, upfront estimate will be provided on-site by your technician."**

8. "Can it collect deposits or credit card payments?"

- **Winning Answer:** **"For PCI security compliance, rather than reading card numbers out loud, the assistant automatically texts the caller a secure Stripe or Square payment link to their cell phone while they are on the line, confirming the deposit in real-time."**

9. "Can the assistant pinpoint difficult locations, cross-streets, and vehicle details?"

- **Winning Answer:** **"Yes. For towing, mobile mechanics, or field services, the assistant asks for cross-streets, landmarks, mile markers, vehicle make/model, and condition, formatting the exact dispatch coordinates into your alert."**

10. "Can it send an instant text message to the caller after the call?"

- **Winning Answer:** **"Yes. As soon as the call ends, the assistant triggers an automatic branded SMS: 'Hi [Name], thank you for calling [Company]. Your appointment is confirmed for [Day/Time].' This locks in the client and prevents competitor shopping."**
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■ Intelligence, Language & Customization

11. "Can the assistant speak Spanish or other languages?"

- **Winning Answer:** **"Yes. Powered by OpenAI Flagship GPT-4o, the assistant detects Spanish instantly, transitions into fluent Spanish with a natural accent, and translates the summary back to English for your dispatch team."**

12. "Can we have different behavior for Day vs. Night vs. Holidays?"

- **Winning Answer:** *"Yes. We configure time-of-day schedules. During business hours, it acts as a polite front-desk overflow assistant. After 6:00 PM and on weekends, it automatically switches to 'Emergency On-Call Dispatch Mode'."*

13. "How easy is it to update our hours, pricing, or services?"

- **Winning Answer:** *"It takes less than 5 minutes. You simply email or text us your updates, and our engineering team updates your assistant's live knowledge base with zero downtime."*

14. "How does it handle spam, telemarketers, or angry callers?"

- **Winning Answer:** *"For robocallers, the AI identifies non-customer requests and politely disconnects within 10 seconds to save your minutes. For upset callers, it follows an empathetic de-escalation protocol and flags the alert as '■ HIGH PRIORITY ESCALATION'."*

15. "Can the assistant make instant outbound calls to new website leads (Speed-to-Lead)?"

- **Winning Answer:** *"Yes! When a prospect submits a form on your website, our system can trigger an automated outbound call in under 60 seconds to qualify the job and lock in the appointment while they are actively looking to buy."*
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■ Pricing, Security & Human Staffing

16. "Is there a long-term contract or cancellation penalty?"

- **Winning Answer:** *"No long-term contracts. All agreements are month-to-month. You pay a one-time setup fee (\$119 Starter, \$229 Growth, \$499 Enterprise) for custom engineering, test risk-free for 14 days, and monthly billing doesn't start until Day 15. Cancel anytime with zero penalty."*

17. "What happens if we go over our included minutes?"

- **Winning Answer:** *"Your line never shuts off mid-call. Overages are billed at a flat, transparent rate (\$0.22 to \$0.35/min depending on tier), and you receive automated usage alerts at 80% capacity."*

18. "Are call recordings and customer data private and secure?"

- **Winning Answer:** *"100%. You own all your data, call transcripts, and audio recordings. All voice streams are 256-bit SSL encrypted, and outbound calls run on authenticated STIR/SHAKEN Tier-1 carrier lines."*

19. "Will this replace my existing front desk staff?"

- **Winning Answer:** *"No—it acts as their ultimate copilot. It protects your team when they are busy with in-person customers, on another line, at lunch, or after hours, ensuring you never lose revenue when your team is occupied."*

20. "Do callers get annoyed talking to an AI?"

- **Winning Answer:** *"Callers only hate robotic phone trees ('Press 1 for Sales'). Because our assistants speak with human-like studio quality (ElevenLabs Turbo v2.5) and respond in sub-second time, customers are thrilled to get an instant human-sounding answer rather than waiting on hold or hitting voicemail."*