All good pure life, how are you doing well, thank God you know a little about our project. Very little of what Sofía has told me so I Like it, tell me so I can put it This and that they required interviewing someone that someone from the ecosystem could talk to you, that is the same, it is connected. Yes, do you mind if we record the video, not as long as you don't ask me questions, so complain to me if you see that I make myself ugly, then you never stop and Jones

Sosa we are making a project for how As they say, my Spanish is not good, but we want a website for the AM division to connect the header that provides services like you that ahm division trend the training.

Train and prototype and I want to connect that people with clients. So Can you summarize a brief description of the services you offer?

Ok, as we see, they offer consulting on three important points: what is corporate identity, so within corporate identity is culture, organizational development, values, principles, eh? The training of leaders. Then there is the brand book that only has to do with graphic design and finally with interior design, that is, the design of the interior architecture of, eh?

Of the companies there are other associated services that are, eh? Courses or workshops or mentoring? Thank you and guide me through your client recruiting process. Still seriously but the way I've done it right now is person to person, that is, one organization.

He contacted me because someone else spoke well of me. So, huh? Hey? That has been let's say the most important format right now I am working on creating men say vices so I can send it faster by mail or new contacts this lilding is one of my spaces where I do best or people contact me here, how I know how it is currently marketed.

Currently, how do I market myself on WhatsApp, what do you do for me? Well, I participate in several organizations and as a volunteer that helps me get to know me and position me there, so in my volunteer work it gives me that visibility, that is, telling me, "Look at the people." When They have and do you prefer like face to face or oh yes, in like.

Applications like WhatsApp

Mmm I don't feel more comfortable face to face however, the contacts or the first contact I almost always do first through WhatsApp or Lindy and then and then we make the first connection and you face sorry. Well, if you're interested, right, it's harder to tell him to come to a meeting without making it known first. Do you face difficulties in promoting yourself?

Yes, because of the time issue, that is, yes, that's what marketing is. Yes, yes, I think about doing the marketing thing and putting energy into lining and seeing how my social networks are and all that. No, I don't produce. And what problems do you encounter when starting a relationship with a client?

What problems do you encounter, Alicia, in any relationship with a client? And then

They are not a priority for the client many times, that is, there are other things that Those one already when the client comes is because he is determined to What is organizational and Dear corporate So and you usually have regular customers as they become.

I have two regular clients, that is, they pay me for my services each month and I am like a regular. And the bitter thing is, I'm leaving new people then. The greatest majority of your client are ahm, then no. And when the program is nailing a meeting what only difficulties they face.

Again when sorry the train comes. So what are the difficulties that they obviously face? Okay We follow what difficulties are faced when scheduling clients.

To schedule clients What are the difficulties you encounter scheduling clients? For meetings for, eh, eh, the word scheduled is the one that doesn't fit when you want to have a meeting with someone like you who helps.

Ah, the agenda, I have a calendar where the person Dani can see my calendar and click and we already have the meeting and what type of calendar I use. And okay, you are selective with new clients on a scale of 1 to 5 with one being the least selective and nothing more. Does not understand.

one two And what information do you know a new client needs to know before your WhatsApp? Like your upbringings

If you want to know about the organization, the size of the organization or company This one and what is the I mean, what are the expectations? Of not knowing what? Is your client's location a factor in the selection process or does it matter to you? Only in Central America only in Costa Rica or all of central America ?

I'm there in Costa Rica, well right now I have clients in Costa Rica and El Salvador but there could be Central America and there could be more, but the truth is that no, no. It's like my region. And there are times when clients do not want to pay before performing your service. Yeah

For example in the third service, interior design or interior design, clients always want to see a proposal and will not pay for the proposal and then it is not complicated. Because it requires a lot of time. And people pay for it sooner or later. Typically

I always try to have at least 30 or 40% before and then the later payment when they are already old, I am already part of their platform and then I send invoices before the month ends or what? And how important protection against scams on a platform is for you is something that you worry about a lot.

He has the profession protection against scams.

Before because he didn't contact me, that is, I haven't had the experience of being contacted for a job and it being a lie. Mmm, maybe because it is also a somewhat specialized service in principle when I hire myself when I do shortsing or when I hire people for some service, which I am also providing if I do it through a platform I do it through guacana.

What is your experience in paperwork or documentation as a record of your business is tedious? Or is it quiet?

No, no, eh, the truth is that I use Google Drive a lot and no no no no no. Well, there is one service in particular that I am working with right now, which is the third pichal. Well, like the EH evaluation, the evaluation of a company's collaborators with 360, I don't know where all the members of the company are evaluated. That's very tedious.

Yy you have experience working with a third-party platform how to manage communication and logistics with your clients.

In huarcana, as a client. So It is a plant in digital form, something that would interest you. Yeah

Yes, it helps me attract clients, of course it does. And you want to know the repetition and background of a client before you see them as you would like to have a lot of data. Ah, mmm, oselo or just a heater.

Ah, I would like to know your information about my services, it is more important to know about the company and the person himself, however, I would like to know how, who you have worked with, those you have hired, they would like to know who you are with. worked before to know what those expectations are of what I could give him. Okay, you'd rather have access to a lot of data like reputation and PP preference and a stem personality profile of the customer or you think a direct heating is more than enough.

Or not, I think the first thing could work for me because that way I can, eh? Understand the customer more and know how to sell to them better. And okay, with all the control you would like to have over your profile and you prefer it to be deeper or easier to continue. It's an easier platform, oh more detail with more detail, but more difficult.

I don't know. I don't know if when you say difficult, what example would be good to understand what would be difficult, but I would like it to be quite detailed in terms of services, but what one can provide, that is, that people can see all that and that one can fill enough that they are easy for the client to use yes, and you and you too like the Vital Voices division mentors

Which is obviously Easy, that is, if you want to be able to continue seeing more, you are comfortable with technology. With some yes. And there is some design element that you would like to have that makes you feel like you represent yourself better.

Yes, ah, I would like to be able to put the the the the let's say the crazy the background of how things are seen, that is, the power for being able to personalize it, hopefully with the graphic image of my company something very graphic with us and colors. Yes, assistance and advice from the platform's experts would be valuable to you when creating a profile.

Yes of course. We're almost done, there are ways that I consider several ways to improve the platform's resources to reach more customers. I don't understand. I have been speaking Spanish for a while.

No, but you are doing very well, it may also be on the Internet that I was short and it is there oh, or you say it very quickly, okay, right? I understood otherwise that you would consider investing funds in the platform to reach more clients, if my first, eh, if the first time I achieved it, it happened and I'm going to tell you when Lilting started charging many years ago, eh? When the living room allowed me to invest a dollar so that people could see me and from that dollar I had a client so I like that because it was my test and then they went up, but it was like being able to try it before buying that me and then if I can try first then I would encourage you.

And how important is security to you in terms of adopting a third-party application?

No, if it is very important financially and for one's data. OK and are there any other potential security features you would like to see in the event center. In third party center

In the center of in the center of third parties like that platform that they want to do in the future. But in general as a feature of the website like a searchboard to search for something. To message on the site a mobile application.

It definitely has to have an APP version ok, that is very complicated to see the platform and I would like to see both things like seeing the notifications that I have in the App and being able to respond from this side, but I also feel very comfortable working from the computer and I would like to have both, if it were just one it is more complicated for me but the mobile application because that helps you. Thank you and that's all. Thanks for your time, your answers are not going to help much.

Seriously, nothing more, fuck everything. Thank you, see you later Mila see you later me me.