Texting Questions

Design Assessment:

* Do you think you are x style?
* Does this style fit with what you imagined you wanted to do with your room?
* What room are you shopping for?
* Is there a specific piece you are looking for?

Sofa/Chair Assessment:

* How many people do you need to seat on your new sofa?
* What fabric are you looking for?
* Is there a specific brand you are interested in?
* Do you want motion capabilities?
* What room is this piece going in?

Mattress Assessment:

* Is this for your bedroom or a guest room?
* Would you like to come in and try out a few mattresses?
* Is there a specific brand you are interested in?
* Have you thought about an adjustable base?

Request Info/Check Specials:

* Would you like to come in and see this product?
* Would you like to come in and see similar items?
* Great choice! What room are you planning on putting this piece in?
* Were you strictly looking for (insert product), or are there other items you might be interested in as well?
* (Answer their initial request) – Do you have any additional questions about this product, or would you like to set up a time to come in store and see it?

Exit Intent:

* Thanks for visiting our website! I saw you said you were coming into the store soon. Was there something specific you were looking for?
* Thanks for visiting our website! I saw you said you were coming into the store soon. Would you like to make an appointment with me so that I can be prepared to help you during your visit?

Room-Specific

* What do you have in the room now?
* How long have you had it?
* Are you replacing or adding to the room?
* What do you like about your (current product) and what would you change?
* Have you decided on accent colors?
* What kind of flooring/wall color do you have?
* How big is the room?

Timeline to Purchase

* How soon do you need your (product)?
* Do you have something coming up that you need your (new product) for?

Financing

* Would you like to take advantage of our financing?