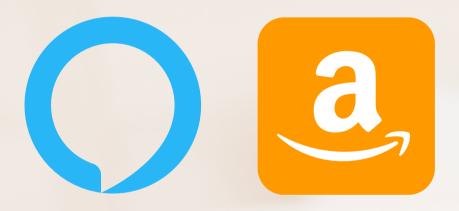


MICHAEL NORCIA JR. M.S.



AMAZON ALEXA/ ECHO
DENTAL PROFESSIONAL SOFTWARE





VIRTUAL ORDERING PRODUCT RECCO CLINICAL QUESTIONS

TEAM DEVELOPMENT - Working with software development and selected mini- marketing team members: identified clinical language to process specific questions.



DATA LOADED

A	В	C	D	E	F	G	H	1	J	K	L
Status	Question	Response		Kacie Response	Category	Path to take	URL			** Pick two produc	ts 20 Questions to load into the Sys
Oone	Do you have flossers?	hatching at this time!				Chatbot					
Oone	to now?.	made at any time M-F 8am-6pm est. by calling 1-800-2-COLGATE shop.co	olgateprofessional.com		Shipping/Tracking/Ordering	eCommerce					
	where is the rest?		ed or it was any other			Direct to call center	and chatbot	General info and i	f they want specifi	c they have to get o	rder information?
Oone	What is in toothpaste?	contain the same basic ingredients, such as abrasives to help	•			Chatbot					
Oone	have?	what one is their favorite if they respond with a favorite maybe the		https://shop.colgateprofessional.com/copstorefront/COPUS	/en/ Shipping/Tracking/Ordering	Chatbot					
Done	Club event?.	provisions are met.				Chatbot					
Oone		our billing and warehousing. They are like our version of Amazon				Website					
Done		will find an AMAZING book published by Colgate on Perio that is a				Website					
nore work	Smile material?	Go to Colgateprofessional.com under Community Programs.				Website					
	What do I do?	day with a x% mis imprint rate. It appears you fell into that x%. Is service	at	ET) or email colgatecag@speedymail.com. Be sure to include		Direct to call center					
Done	what do I do?	6pm est. or email colgatecag@speedymail.com Please include				Direct to call center					
Done	Prevident is runny or leaking.	6pm est. or email colgatecag@speedymail.com Please include				Direct to call center					
Done	go?	6pm est. or email colgatecag@speedymail.com Please include				Direct to call center					
Done	what?	box that is a challenge to open by flipping the upper right comer,				Direct to call center					
Oone		quicker fluoride dispersion and more coverage in a shorter period				Chatbot					
Done	chair side?	Some offices utilize the take home floss and floss the patients				Chatbot					
Done		Vamish (5% sodium fluoride) and potential allergic reactions when				Website					
Done	Can I get more patient bags?	loot!! At this time they only come with toothbrush orders. They				Chatbot					
Done	and paste donations?	available for donations, unless requested in writing by a charity or				Chatbot					
70110	toothpaaste than what I	want?				Direct to call center					
Done	Do you have free CE?	300 free CEU's for Dental Professionals.				Website					
Done	mouth?	that contains glycerin and is very soothing for patients suffering				Website					
Done	Gum Health Physical?	ColgateProfessional.com				Website					
Done	soft brush OTC? What is it	product you are looking for and it will provide a link for purchase or		for online purchasing or a search feature for finding a store se	ling	Website					
Done	When is my next shipment?.	email colgatecag@speedymail.com Please include your office		to on the paralesting of a search reactive for initially a store se	Shipping/Tracking/Ordering	eCommerce					
ZOTIE	Are your products gluten free?	number on the back of the box.			Omppling/ Hacking/ Ordering	Website					
	Dental Abrasivity) of Colgate	telephone number which can be located on the back of the box				Chatbot					
	Vegan?	Telephone number which can be located on the back of the box				Citation					
	out of your toothpaste?.										
	What is Gum Physical?					Website					
	How much are your TB?					eCommerce					
	When will my TB arrive?	you ca manage your account online and track your shipments.				Chatbot					
Oone	What is this coupon program?	purchase of \$.05 off each toothbrush. By choosing this option you				Chatbot					
Jone	office?	pulchase of \$.05 off each toothbrush. By choosing this option you				Citatoot					
		u de Mandan				Chathat					
Oone	Do you have whitening? Never received my order.	whitening.				Chatbot					
Jone	do?	Can contact our customer service @1-800-2-COLGATE				Direct to call center Direct to call center					
Oone	diabetes?	and any at advantage feed and any under any feed and				Website					
		oral care at colgateprofessional com under professional									
Oone	disease?	relates to oral care at colgateprofessional.com under professional				Website Website					
	with chemo?	oncology pdf									
	with radiation?	oncology pdf				Website					
	products?	Colgate Sensitive Toothpaste is over the counter option.				Website					
	disease?					Website Website					
	What do you have for erosion?	- Maria and Makela				11000110					
Oone	is in it?	options available.				Website					
	bundles?	The state of the state of the state of				eCommerce					
Oone		Protect Toothbrush, Wave Youth Toothbrush, Orthodontic				eCommerce					
	What do you have for elderly?					Website					
	Prevident?					Website					
	Why do you use triclosan?					Website					
	What do you have for ortho?					Website					
Oone	selections?	adults. Let me show you your options.		toothbrush options at shop.colgateprofessional.com.		eCommerce					
Oone	take?	10-14 business days		Imprinting typically takes 10-14 business days.		Chatbot					
	Who is my rep in xyz?	Can you give me your zip code and I will track them down for you! all the reps and the territories What is your office zip code?				Direct to call center					
	office.	before, dental practices have the best staff keeping them on		Absolutely! What is your zip code?		Direct to call center					

LOADING DATA - Perceived and Projected Questions loaded into database to be used with Echo App within operator office or dedicated Echo device.