

Clapper Training/The Mandatory Beginning and The Qualification

First of all, it is absolutely necessary to qualify the fan on the CRM with this emoji:



The majority of customers send this emoji:  
Otherwise, he notifies it.

If you don't have the information, you need to ask: “ How did you find me hihi



Then, you have to define whether it is a large customer or a classic customer.
A big customer is a customer who has already spent a lot during a live performance. A
classic customer is a customer who has not spent during a live performance.

To get the information:

- Ask the manager in the Telegram
- Ask the customer: “ You sent me gifts live, I don't remember anymore hihi
“



Once the information is acquired, you must qualify the fan:

- Big customer: 
- Classic customer: 

Obviously, afterwards, the name, nickname, job Etc...

Once the client is qualified, you can start implementing the different strategies.
