# Customer Call Summary Template

Team Name: [name]
Team Lead: [first and last name]

| Customer Contact (name/affiliation) | Do you experience this problem? | Would you use our solution? Why or why not? | Most Valuable Part of our Solution | Biggest Concerns | Other Feedback |
|---|---|---|---|---|---|
| **Example 1: Jane Smith** *ABC Investors* | Jane experiences this problem often, and uses on call services to solve it. | Jane felt that the product did not add enough value. She might use it if we added additional time tracking features. | Being able to use it from her home. | The product would be expensive and not add enough value. | N/A |
| **Example 2: John Doe** *You-Nique Capital Solutions* | John does not experience this problem often. When he does, he fixes it himself but finds it time consuming. | John thinks it would save him time and he would consider using our solution. | The amount of time it would save him. | The product would not work as designed and would be hard to fix. | John referred us to his colleague, Mona, who I will call Tuesday. |
| **(Add your contacts)** | | | | | |
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