# Voice Mail Template

Hello, this is <name> with <company>.

I’m hoping to talk to you about your experience with our product and I’d like to get some candid feedback on what we did right and wrong.

Do you have 20 minutes to have this discussion?

Please be aware that this isn’t a sales call, and no salesperson will be involved.

Please call me at <phone> to set up a discussion.

It may be easier for you to respond by email so look in your inbox shortly for a message from me.

I will speak with you soon. Thank you.

# Email Template

Hello <name>,

I left a voice mail a few minutes ago but thought it might be more convenient for you to respond to an email.

I’m interviewing people who have recently used one of our software solutions and I’m looking for insights into how we’re meeting the needs of our customers. We want to hear your candid thoughts about what works well for you as well as your recommendations for areas of improvement.

This absolutely isn’t a sales call. Please note that no salesperson will be on the call and this isn’t a survey. Your thoughts will be used to improve our products and services for you and others using our products.

If you’re willing to help me out with a 20-minute conversation, please suggest a time between Monday, July 8th and Friday, July 12th. I’m in <location> and am available starting at 8:00 a.m. pacific time. Or follow this link to use my online calendar.

Sincerely,