

# Conversational chat playbook

## Cloud pages on qumulo.com

### Triggers:

- Visits page: <https://qumulo.com/product/cloud-products/>

Hi friend! I see you're reading about cloud storage. Are you using the public cloud today?

- Yes, my business is fully in the cloud.
  - That's awesome! Which cloud platform(s) are you using?
    - Amazon Web Services (AWS)
      - Excellent! Qumulo's file system is built for AWS environments. Do you want more information about our solution for AWS?
        - [Yes, show me more information.](#)
        - Yes, but I want to chat with a real person about it.
          - Ok! Let's connect you with one of our cloud storage experts right now. *Route to sales rep*
    - Google Cloud Platform (GCP)
      - Excellent! Qumulo's file system is built for GCP environments. Do you want more information about our solution for AWS?
        - [Yes, show me more information.](#)
        - Yes, but I want to chat with a real person about it.
          - Ok! Let's connect you with one of our cloud storage experts right now. *Route to sales rep*
    - Other
      - Ok! Qumulo is currently available on AWS and GCP, but several other cloud platforms like Azure are on our roadmap. Here are some additional resources you can check out, if interested:
        - [Blog post: Qumulo's vision for the cloud file lake](#)
        - [Case study: How FuseFX uses Qumulo for cloud bursting](#)
        - [Our CloudStudio solution](#)
        - [Our CloudRendering solution](#)
        - [Our CloudContinuity solution](#)
- Yes, but only part of my data or workloads are in the cloud today.
  - You came to the right place! Qumulo is the leader in hybrid cloud file storage. Our solutions are designed to handle workloads across on-premises file systems and public clouds. Are you interested in any of these specific use cases?
    - Media & entertainment production in the cloud
      - Cool! Here are some resources that should help you:
        - [Our CloudStudio solution](#)
        - [Video demo: End-to-end production in the cloud](#)
        - Chat now with a cloud storage expert

- Let's connect you with one of our cloud storage experts right now. *Route to sales rep*
- Rendering in the cloud
  - Cool! Here are some resources that should help you:
    - [Our CloudRendering solution](#)
    - [Case study: How FuseFX uses Qumulo for cloud bursting](#)
    - Chat now with a cloud storage expert
      - Let's connect you with one of our cloud storage experts right now. *Route to sales rep*
- Data replication in the cloud
  - Cool! Here are some resources that should help you:
    - [Our CloudContinuity solution](#)
    - [Solution brief](#)
    - Chat now with a cloud storage expert
      - Let's connect you with one of our cloud storage experts right now. *Route to sales rep*
- Disaster recovery in the cloud
  - Cool! Here are some resources that should help you:
    - [Our CloudContinuity solution](#)
    - [Solution brief](#)
    - Chat now with a cloud storage expert
      - Let's connect you with one of our cloud storage experts right now. *Route to sales rep*
- Other
  - Would you like to talk to one of our cloud storage experts now?
    - No thanks, I'm just doing my own research right now.
      - No problem! Visit [our solution pages](#) for more information about specific use cases.
    - Sure!
      - Ok! Let's connect you with one of our cloud storage experts right now. *Route to sales rep*
  - No, but we are planning a cloud migration.
    - That's great! The scale and flexibility of the cloud can transform your business. [Check out this blog](#) with the top 5 cloud storage mistakes and how to avoid them. And let us know if we can help answer any questions!

## Cloud calculator - during live chat hours

### Triggers:

- This playbook only shows on the cloud calculator <<https://cloud.qumulo.com/>>

Hello! Thanks for trying out our cloud storage calculator. Do you need any assistance?

- Yes please
  - Ok! Here's a couple options:
    - Talk to a cloud expert

- (route to live person)
  - [View our FAQ](#)
- No thanks
  - No problem! We're here if you need us. And if you're curious about how one of our customers is leveraging the cloud, check out this case study: [FuseFX's journey to the hybrid cloud](#)

## Cloud calculator - after hours

### Triggers:

- This playbook only shows on the cloud calculator <<https://cloud.qumulo.com/>>

Hello! Thanks for trying out our cloud storage calculator. Do you need any assistance?

- Yes please
  - Here's a couple options:
    - Talk to a cloud expert
      - Our team is away right now, but we can get back to you as soon as we're back online! Would you like to leave your email address?
        - Yes
          - What is your business email?
            - (email capture field - verification steps)
              - Thanks! Watch your inbox for more information.
        - No thanks
          - Ok! Contact us any time with questions. And if you're curious about how one of our customers is leveraging the cloud, check out this case study: [FuseFX's journey to the hybrid cloud](#)
    - [View our FAQ](#)
- No thanks
  - No problem! We're here if you need us. And if you're curious about how one of our customers is leveraging the cloud, check out this case study: [FuseFX's journey to the hybrid cloud](#)