

## Category 1 — Time Stalls

- "Give me some time to understand the products."
  - "I'll try them for a month, then I'll place an order."
  - "Give me 10 days — I'll try it on a few patients."
  - "I'll try tretinoin and Aztra-X for 3 days, then I'll give you a combined order."
  - "Give me 15–20 days."
  - "I haven't been able to try the samples yet."
  - "I'll share my feedback once I've used it."
  - "I've been out of the city — give me time now."
  - "Give me one more week and I'll confirm."
  - "I'll place the order by end of month."
  - "Probably next month — I'm going out of town."
  - "I need to do more research on your products."
  - "I'll call you tonight at 11 PM if I want to give the order."
  - "She need 2–3 days then she will inform me."
  - "I'll try it on my staff first."
  - "She was hesitating about a trial order — gave 15–20 days."
  - "He still hasn't tried the products and is asking for more time."
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## Category 2 — Margin & Scheme Objections

- "Other companies give me 10+8 scheme — I want the same."
- "I only dispense products of local companies that give minimum 60% discount."
- "I need 65% discount on each product."
- "I only work with local companies."
- "MRP itna high kyun hai?"
- "Trade scheme kya hai? 10+2, 10+5 kya de rahe ho?"
- "Competitor better scheme de raha hai."
- "Scheme batane ka kaam hamara hai — vo hampe chhod do."
- "What benefits do I get if I order online?"
- "Mere paas is brand ke liye abhi space nahi hai."
- "Stock abhi full hai."

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### Category 3 — Market & Credibility Objections

- "I will only believe when your product reaches market buzz."
- "I don't believe in anything — you do your work and wait for the right time."
- "Mere paas log 2 2 saal tak aate hain."
- "Don't leave anything — no sample, no brochure."
- "Wants to associate with the company but give little time."
- "Only asks about the company." (*multiple doctors*)
- "He only listens about the company and products."
- "Just asks about company profile."

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### Category 4 — Access & Availability

- "Doctor not available today." (*most frequent entry across both chats*)
- "He is in OT / surgery / procedures."
- "Thursday is call day — don't come other days."
- "Not available till next month — she had a recent delivery."
- "Come back tomorrow at 2:30 PM." (*appointment given, doctor absent*)
- "He is out of station."
- "Receptionist said sir usually doesn't take calls or meetings with companies."
- "He was in a hurry to leave."
- "Waiting time 2 hours."
- "She is going out of town next month."
- "Senior doctor is out of station for 2–3 days."

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## Category 5 — Positive But Non-Committing

- "Product is good."
- "Good response."
- "She showed interest."
- "He liked the products, especially Nanogrow."
- "I'll try it on some patients."
- "She tried all the products and liked them."
- "She told us to leave 432ONE especially."
- "He remembered all the products from last week."
- "She is trying the products on her staff."
- "She liked the packaging and quantity."
- "She applied Nanogrow and filled the form."
- "He is interested in Monoskin products but didn't give orders."
- "Interested in every brand — asks MRP and samples both."
- "Normal response."
- "Response is normal."

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## Category 6 — Deflections

- "Talk to the head doctor — she handles all product decisions."
- "I'll discuss with my partner and confirm."
- "She has to ask the senior doctor."
- "Senior is out of station — she'll talk to him when he's back."
- "Let me discuss with my chemist."
- "The pharmacist will confirm the order — discuss with him."
- "Discuss the schemes with my receptionist."
- "I need to check with Dr. Priyanka first."
- "He assured to give order next Wednesday after discussing with his chemist."

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## Category 7 — Personal Users

- "I've been using WeCalm and 4ZERO1 on myself — results are very good."
- "I've been using Aztra-X personally."
- "She's been applying our products herself for a few days."
- "She tried all products on herself and is happy with them."
- "She is trying the products on her staff."
- "She said she tried 432ONE only — will try tretinoin and Aztra-X for 3 days then give combined order."

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## Category 8 — Unexpected / One-Off Statements

- "Was finding his photo in our journal." (*doctor looked for himself in the Monoskin Annual*)
- "Founder se baat karao."
- "App 2–3 baar mil chuke ho but mere paas aapke brand ke liye abhi space nahi hai."
- "She said she never goes in minoxidil or steroid-based things." (*then became receptive*)
- "He is interested in Nanogrow but asking about conference participation."
- "Asking lot of questions about product use and scientific base — will decide after going through data."
- "She found the product and science base very interesting — will give order after discussing with colleague."
- "He said he'll do more research and also calling at 11 PM if he wants to give an order."
- "He said it's okay, you do your work and wait for the right time for your product in my stock."
- "She is saying she'll give orders after trying on more patients — going out of town next month so will place order after that."
- "He tried Aztra-X, Nanogrow and 4ZERO1 and had a brief review of the brochure."
- "She found the product okay but packaging was a bit impressive — wants to try for a month before prescribing."
- "She liked the product and packaging but confused because she found it a little expensive."
- "He said it's okay — I'll try on patients and will contact directly if interested." (*gave personal number*)
- "She prescribed Nanogrow and 4ZERO1 to a patient — reviews are good — will place order by end of month."

## Category 9

### Sample stallers :-

1. Maine aapke samples abhi trial ke liye de rakhe hai patients ko - unka response aane pr batata hu
2. Maine aapke samples staff ko diye hai - unka jab review aayega fir bataunga
3. Abhi aapke samples hi nhi try kiye maine
4. samples ka review aane dijiye fir batate hai
5. Aapke saare samples try karke - fir ek baar me order dunga