

# Live Remote Engagements

Here are some best practices your sales and medical teams for any live remote engagement, to set the stage for adding value and building good relationships:

## 1 .Be Punctual

Be sure you connect at the exact time agreed: being late is not acceptable



## 2 .Keep Time

Time is precious. Do not exceed the agreed upon time without asking for permission



## 3 .Optimize your environment

Dedicate a specific location with minimum background noise and no distractions



## 4 .Create Interactivity

If your platform allows, give your customer the opportunity to interact



## 5 .Monitor Signs

At any sign of impatience or emergency from your doctor, check in to see if it is okay to continue



## 6 .Transition Smoothly

Practice navigating smoothly from slide to slide and topic to topic.



## 7 .Ask Questions

Use open questions to gather information and to maintain customer's attention

