







Maximize Business Calls Via Your Google Business Profile.

The Google Business Profile is a significant source for customer calls, but unfortunately, not many of them are received.

So here's a guide for you. Just implement it and INCREASE YOUR CALLS BY 597%...

Chapter 1: Understand Your Profile First

Before starting, you need to understand its basic first, then you may know its WHAT, WHY, HOW, WHEN

- ✓ These fundamentals include accurate and complete business information, such as your business name, address, phone number, and website.
- ✓ They also involve selecting the appropriate categories for your business, managing and responding to customer reviews, and regularly updating your profile with high-quality photos and posts.
- ✓ These essentials ensure that your business is easily discoverable, provides a positive impression, and helps attract more customers to your establishment.

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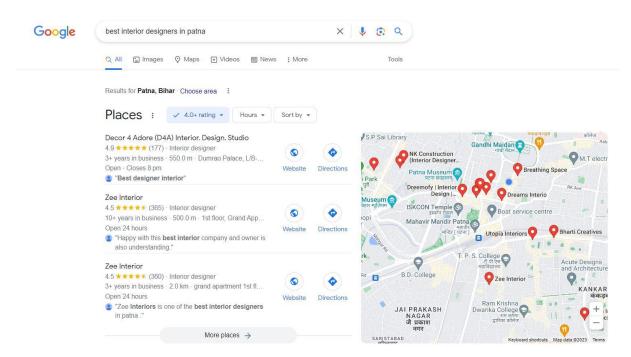


Chapter2: Optimize Your Online Presence

To optimize your online presence, follow these steps:

- ✓ Complete Your Profile: Fill out all available sections of your Google My Business profile with accurate and up-to-date information.
- ✓ Use Relevant Keywords: Include relevant keywords in your business description, posts, and responses to customer reviews to improve your search engine ranking.
- ✓ High-Quality Images: Upload high-resolution photos that showcase your products, services, and your establishment.
- ✓ Regular Updates: Keep your profile updated with current business hours, contact details, and other important information.
- Customer Engagement: Interact with customers by responding to reviews, questions, and messages promptly and professionally.
- ✓ Posts and Promotions: Share engaging posts and promotions to keep your audience informed and interested.
- ✓ Analytics and Insights: Regularly review performance data to see what's working and make adjustments as needed.

By following these steps, you can optimize your online presence and make it easier for potential customers to find and choose your business.



Chapter: 3 Boost Your Local searching.

To boost your local search presence and make it easier for potential customers to find your business, follow these steps:

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- Claim Your Google My Business Profile: If you haven't already, claim and verify your Google My Business profile to get started.
- ✓ Optimize Business Information: Ensure that your business name, address, and phone number (NAP) are accurate and consistent across all online platforms.
- ✓ Select Relevant Categories: Choose the most relevant business categories to help Google understand what your business offers.
- ✓ Local Keywords: Use local keywords in your business description and posts to improve local search visibility.

Description

ENSETT is a digital marketing agency in Patna which offers fully integrated brand consultancy, digital marketing & web development in Patna, Bihar. Our services includes Social Media marketing, Lead Generations, UI/UX audit, SEO service, Sales funnel, Website development and designing, content writing, Link building etc. ENSETT is a best digital marketing company in Patna, India.

They also provide SEO service in Patna to help businesses rank higher in search engine results pages (SERPs). ENSETT, the best digital marketing company in Patna is committed to delivering exceptional results for their clients.

ENSETT is a web development company in Patna, India. ENSETT has grown into a leading provider of web design and development services.

- ✓ Encourage Customer Reviews: Positive reviews can boost your local ranking. Encourage satisfied customers to leave reviews on your profile.
- Create Engaging Posts: Share posts about your products, services, promotions, and events to engage the local audience.
- Accurate Map Location: Ensure that your business's location is accurately marked on Google Maps.
- Consistent Information: Keep your business hours and other information up-to-date, especially during holidays or special events.

Chapter 4, Showcase Your Business

To effectively showcase your business, follow these steps:

- ✓ High-Quality Imagery: Upload clear, high-resolution images that portray your products, services, and the ambiance of your business. Include photos of your storefront, interior, staff, and offerings.
- Create an Engaging Business Description: Craft a concise and appealing business description that highlights what makes your business unique and the value it offers to customers.



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- ✓ Feature Products and Services: Use the Products and Services sections to provide detailed information about what you offer, along with pricing and any special features.
- Customer Testimonials: Showcase positive customer reviews and testimonials to build trust and credibility.
- ✓ Special Features and Amenities: Highlight any unique features, amenities, or services that set your business apart.
- Regular Updates: Keep your profile current with the latest information, such as new menu items, promotions, or events.
- Engage with Questions and Answers: Respond promptly to customer questions and provide helpful, accurate answers.

Chapter 5, Utilize Google Maps,

To effectively utilize Google Maps for your business, follow these steps:

- Claim and Verify Your Location: If you have a physical storefront or office, claim and verify your location on Google My Business.
- ✓ Accurate Address and Location: Ensure that your business address is precise and matches your actual location on the map.
- ✓ Correct Map Pin: Confirm that the map pin accurately points to your business on Google Maps.
- ✓ Business Photos: Add images that help customers recognize your location, such as storefront photos, interior shots, and any distinguishing features.
- ✓ Business Hours: Keep your operating hours up-to-date on your Google My Business profile, especially during holidays or special occasions.
- ✓ Respond to Customer Reviews: Engage with customer reviews, both positive and negative, to show your commitment to customer satisfaction.
- Regular Updates: Post timely updates and relevant content to your Google My Business profile to keep customers informed.

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✓ **Directions:** Encourage customers to use Google Maps for directions to your location.

Chapter 6, Make Your Contact Details Shine

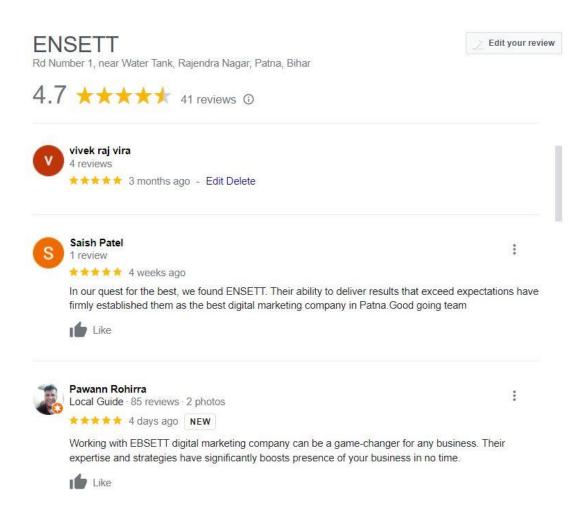
To make your contact details shine and easily accessible to customers, follow these steps:

- Accurate Information: Ensure that your contact details, including phone number, address, and email, are accurate and up to date.
- ✓ Website Link: Include a link to your website if applicable, making it easy for customers to learn more about your business.
- ✓ Social Media Links: If you have social media profiles, provide links to them to connect with customers on various platforms.
- ✓ Business Hours: Display your operating hours prominently so that customers know when you're open.
- Contact Form: If you have a website, consider adding a contact form that customers can fill out for inquiries.
- ✓ Live Chat or Messenger: Implement live chat or messenger options on your website or social media for real-time customer support.
- ✓ Quick Response: Be prompt in responding to customer inquiries through email, phone, or online chat.

Chapter 7, Engage with Customer Reviews

Engaging with customer reviews is essential to build trust and credibility. Here's how to do it effectively:





- ✓ Respond to All Reviews: Take the time to respond to both positive and negative reviews. Acknowledge every customer's feedback.
- ✓ Timely Responses: Respond promptly to reviews. A timely response shows that you value your customers' input.
- ✓ Personalized Replies: Personalize your responses. Mention the customer's name, express gratitude for their feedback, and address any specific points they've raised.
- ✓ Professional Tone: Maintain a professional and courteous tone in your responses. Avoid getting defensive, even in the face of negative reviews.
- ✓ Address Concerns: If a customer has raised concerns or issues, address them in your response. Offer solutions or ask for more information to resolve the matter.
- ✓ Express Appreciation: Express your appreciation for positive reviews. Show that you value the support and feedback from your customers.
- ✓ Use Reviews for Improvement: Use reviews as a valuable source of insight. Consider feedback to make improvements in your products, services, or customer experience.

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 ✓ Flag Inappropriate Content: If you come across fake or inappropriate reviews, flag them for removal following the platform's guidelines.

Conclusion:

You're on the path to boosting calls and growing your business. Let's make it happen!

This guide is designed to be straightforward, informative, and actionable, directly addressing business owners looking to increase the number of calls they receive through their Google My Business profile.

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