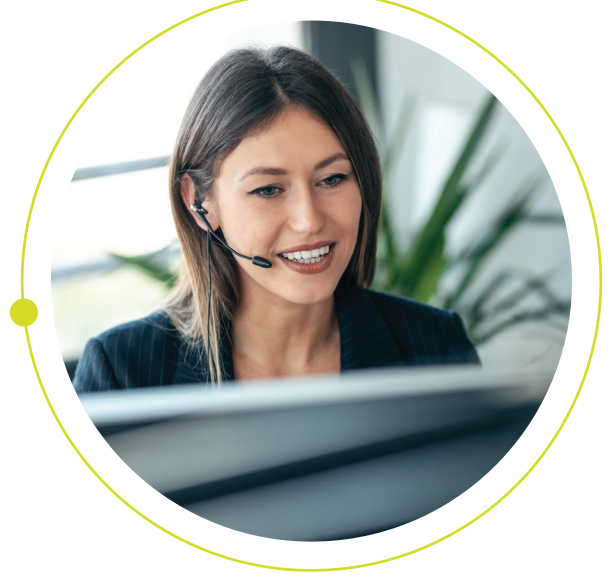


Orbit AI Agent Objection Handling

Here is a quick reference guide to confidently overcome common objections when selling Orbit AI Agent to customers.



Common Objections

"Our customers won't talk to a bot."

What's driving it: Fear of customer backlash; they've heard complaints about bad bots before.

How to respond: Modern voice AI is conversational, not robotic. The Orbit AI Agent uses natural language and can be given a custom persona and name so customers often don't realize—or don't care—that it's AI, especially when it resolves their issue quickly without hold times. Offer to show a demo call.

"We already have a chatbot/we tried this before."

What's driving it: Past disappointment with rules-based or clunky automation.

How to respond: Many chatbots failed because they were text-only and script-driven. Our Orbit AI Agent uses large language model (LLM) intelligence and reasoning to handle open-ended conversations over voice to provide a fundamentally different experience. Ask what broke last time and directly address it.

"It's too expensive."

What's driving it: Unclear ROI; comparing \$0 (doing nothing) or to a single agent's salary.

How to respond: Anchor to the cost of inbound calls (~\$5–\$15/call with human agents), missed leads, and overtime hours. Our AI Agent typically pays for itself when it handles an additional 20–30% of call volume. Offer an ROI calculator walkthrough.

"We don't have the IT resources to implement this."

What's driving it: Fear of a long, complex integration project.

How to respond: Orbit AI is built for rapid deployment, with most customers going live in days—not months. The platform integrates seamlessly with calendar integrations through pre-built connectors, while our team handles the heavy lifting to ensure a smooth implementation process.

"What if it gets something wrong and damages our brand?"

What's driving it: Risk aversion, especially in professional services.

How to respond: Orbit AI is configured to stay within defined guardrails and escalate to a human agent whenever it encounters something out of scope. It never guesses on sensitive topics, and it hands off gracefully. Confidence limits are tunable.

"We're not ready—maybe next quarter."

What's driving it: Status quo bias; no sense of urgency.

How to respond: The delay has a price. Calculate what the next quarter of missed calls, no-shows, or lost after-hours leads costs. Offer a pilot or limited deployment to reduce perceived risk.