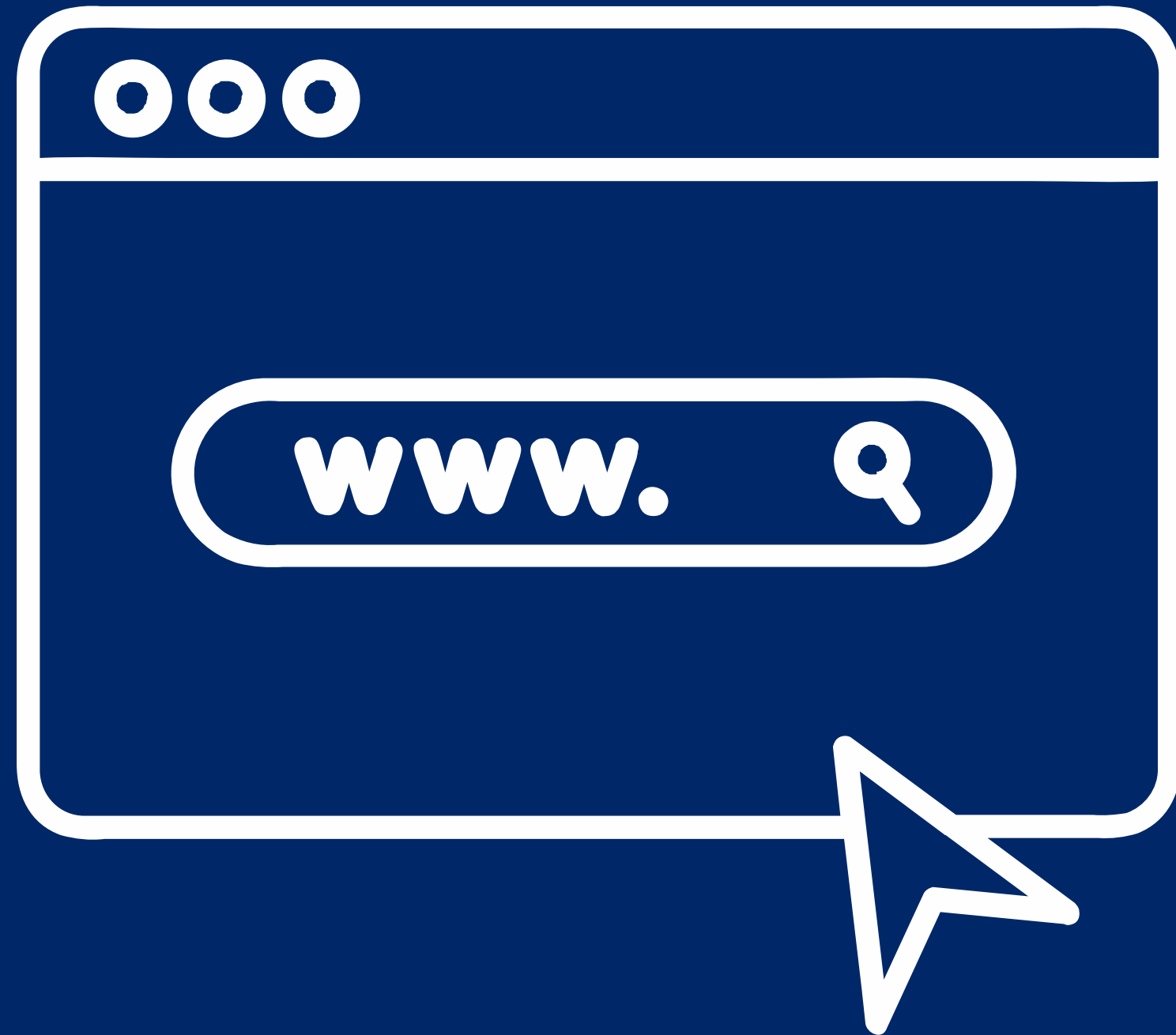




CLIENT JOURNEY

STEP ONE:

Visitor lands on
OnlineVisas.com

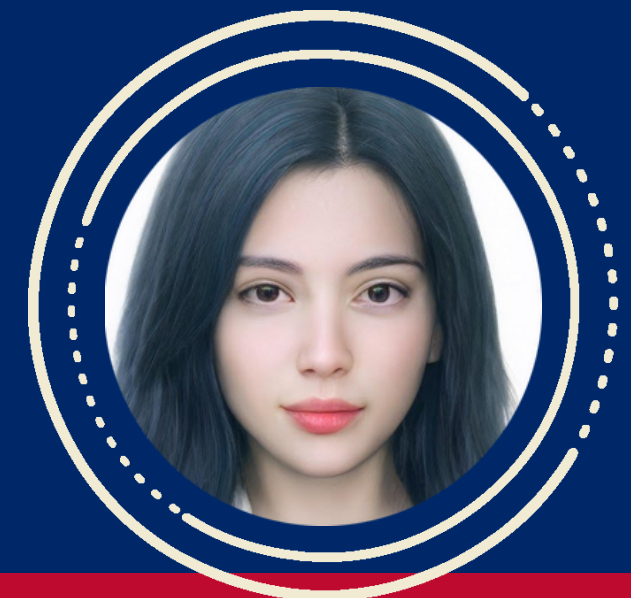


STEP TWO: Visitor engages in a chat with Ovie

Hi I'm Ovie, welcome to
OnlineVisas!
Click here to schedule a free
consultation with an
immigration attorney



STEP THREE:
Visitor enters
contact
information



STEP FOUR:
Visitor enters
information in
the chat

Do you know what
type of visa you need?

Yes

Not Yet

I am seeking other
services

↓
Please
Select a Visa
Type
↓

↓
Set of questions that can help lead a
user to the type of visa they might
qualify for ultimately leading back to
"Please Select Visa Type" and booking a
session with Ambassador

Apply for US Citizenship
Renew Green Card
Adjust Status
Other

Each visa type will lead to
a calendly link specific to
the type of visa with a
short set of questions to
gather information



STEP FIVE:
Visitor schedules
a 15 minute
"Discovery
Session" with an
OnlineVisas
Ambassador

OnlineVisas

Gabriella Velie
OnlineVisas Discovery Call

🕒 15 min

Book a 15 minute call with an OnlineVisas Ambassador to discuss your EB-1 Visa pathway.

Select a Date & Time

September 2022

SUN	MON	TUE	WED	THU	FRI	SAT
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

🌐 Central Time - US & Canada (11:38pm)

POWERED BY Calendly



STEP SIX:

Visitor answers
visa-specific
questions when
they schedule
their
appointment

Name *

Email *

Add Guests

Phone Number *

What is your industry?

What is your specialization?

Please list your achievements.



STEP SEVEN: Calendly sends automatic email when User books a Discovery Session

Subject

🔄 🔄 + Variables

Welcome to OnlineVisas!

Body

🔄 🔄 **B** *I* U ☰ ☰ 🔗 + Variables

Dear **Invitee Full Name**,

Thank you for booking a Discovery Session with OnlineVisas. Our goal for this introductory call is to listen to your situation, understand your immigration needs and discuss your desired timeline. Feel free to reply with any relevant documents before the call. We can't wait to meet you!

Warm Regards,
The OnlineVisas Team



STEP EIGHT:

Calendly sends an automatic email to the User at the time of booking, 24 hours before & a text msg reconfirmation 1 hour before

Name	Applies to	When this happens	Do this
Email reminder to invitee	● OnlineVisas Discovery Call	24 hours before event starts	Send email to invitee
Email reminder to invitee	● OnlineVisas Discovery Call	Immediately when new event is booked	Send email to invitee
Text booking confirmation to invitee	● OnlineVisas Discovery Call	1 hour before event starts	Send text to invitee



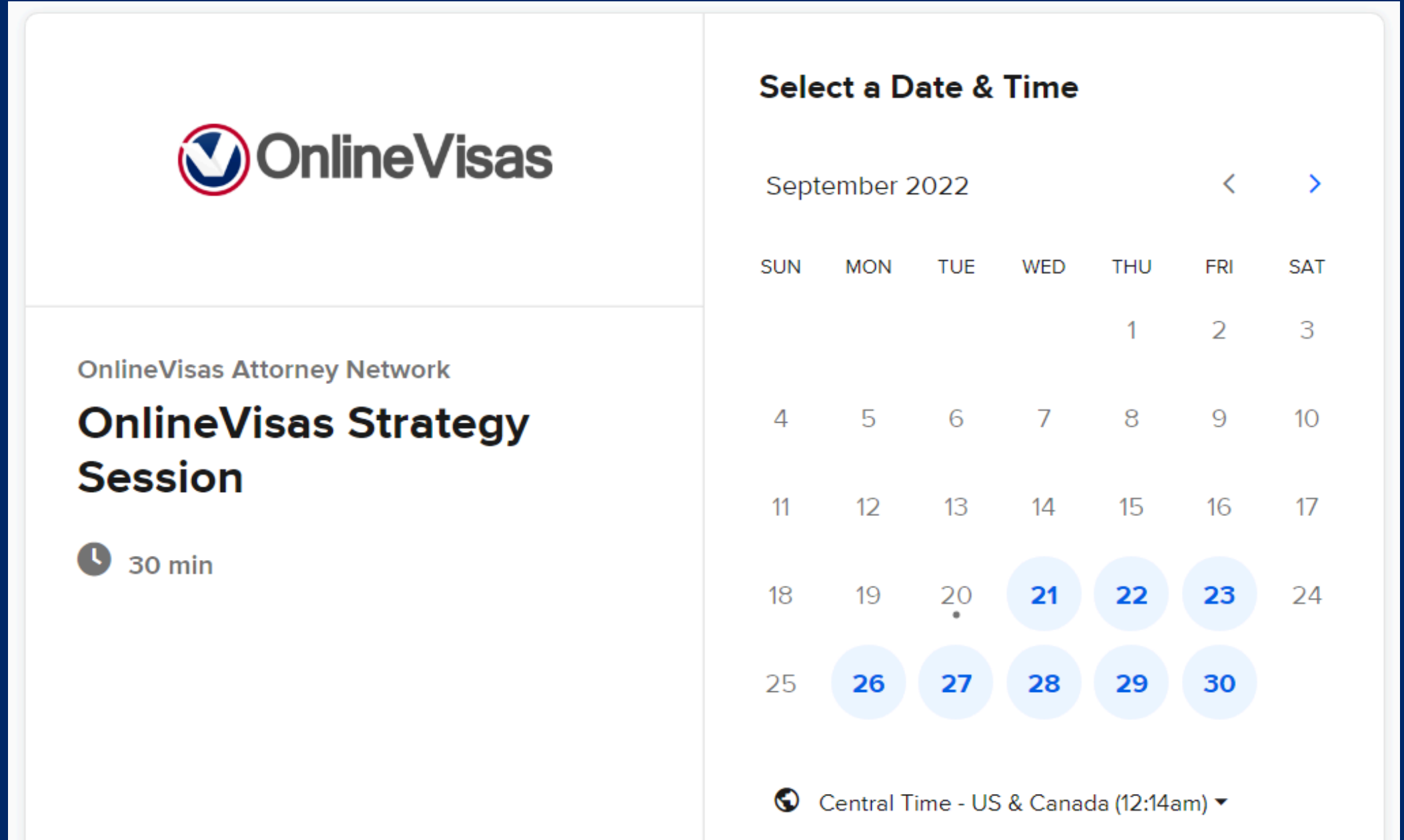
STEP NINE:

Ambassador conducts 15 minute Discovery Session with the User intaking their information in the Lead Page of Visas.AI. They will take notes on their needs, pain points, desired timeline, and they will guage their interest levels/readiness to move forward.



STEP TEN:

Ambassador discerns whether the User is hot enough to qualify for a free SS w/ attorney. If the User is a hot lead, the Ambassador will send them a calendly link to the free SS page. If they are not hot, they will send the \$99 link.



The screenshot shows the OnlineVisas interface for booking a session. On the left, the OnlineVisas logo is at the top, followed by the text "OnlineVisas Attorney Network" and "OnlineVisas Strategy Session" in bold. Below this, a clock icon indicates a "30 min" duration. On the right, a calendar for "September 2022" is displayed with days of the week (SUN to SAT) as column headers. The dates 21, 22, 23, 26, 27, 28, 29, and 30 are highlighted in blue circles, indicating available booking slots. At the bottom right of the calendar, there is a globe icon and the text "Central Time - US & Canada (12:14am)" with a dropdown arrow.



STEP ELEVEN:

Attorney conducts a 30 min "First Pass" Strategy Session that will accomplish 3 things:

1. Answer a set of focused qualifying questions
2. Go over timeline, petition process and expectations on both sides
3. Detail price



STEP TWELVE:

Attorney sends contract and invitation to Visa.AI portal where the Potential Client can view their contract and pay their invoice.



STEP THIRTEEN:

Client Relations Officer calls lead to follow up on the Strategy Session on the same day and ask if there are any questions regarding the contract, gauging when the potential client will move forward.



STEP FOURTEEN:

Lead signs contract,
pays their invoice and
becomes a Client.



STEP FIFTEEN:

Client receives Welcome Kit
Email including:

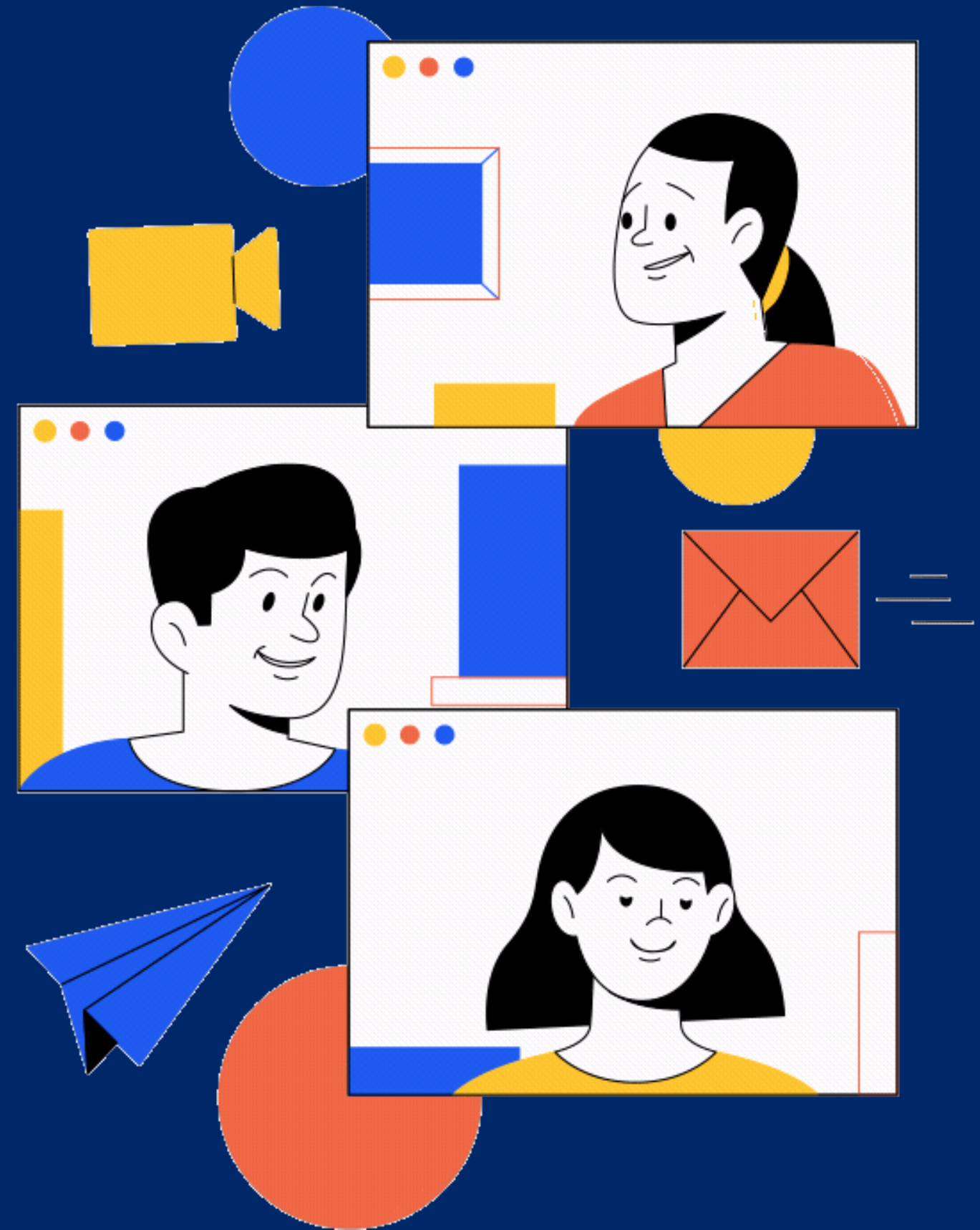
- Tutorial on how to login to Visas.AI portal, upload their docs and fill in any remaining strategy criteria
- What to Expect document
- Link to schedule Kickoff Call (see next slide)

welcome!

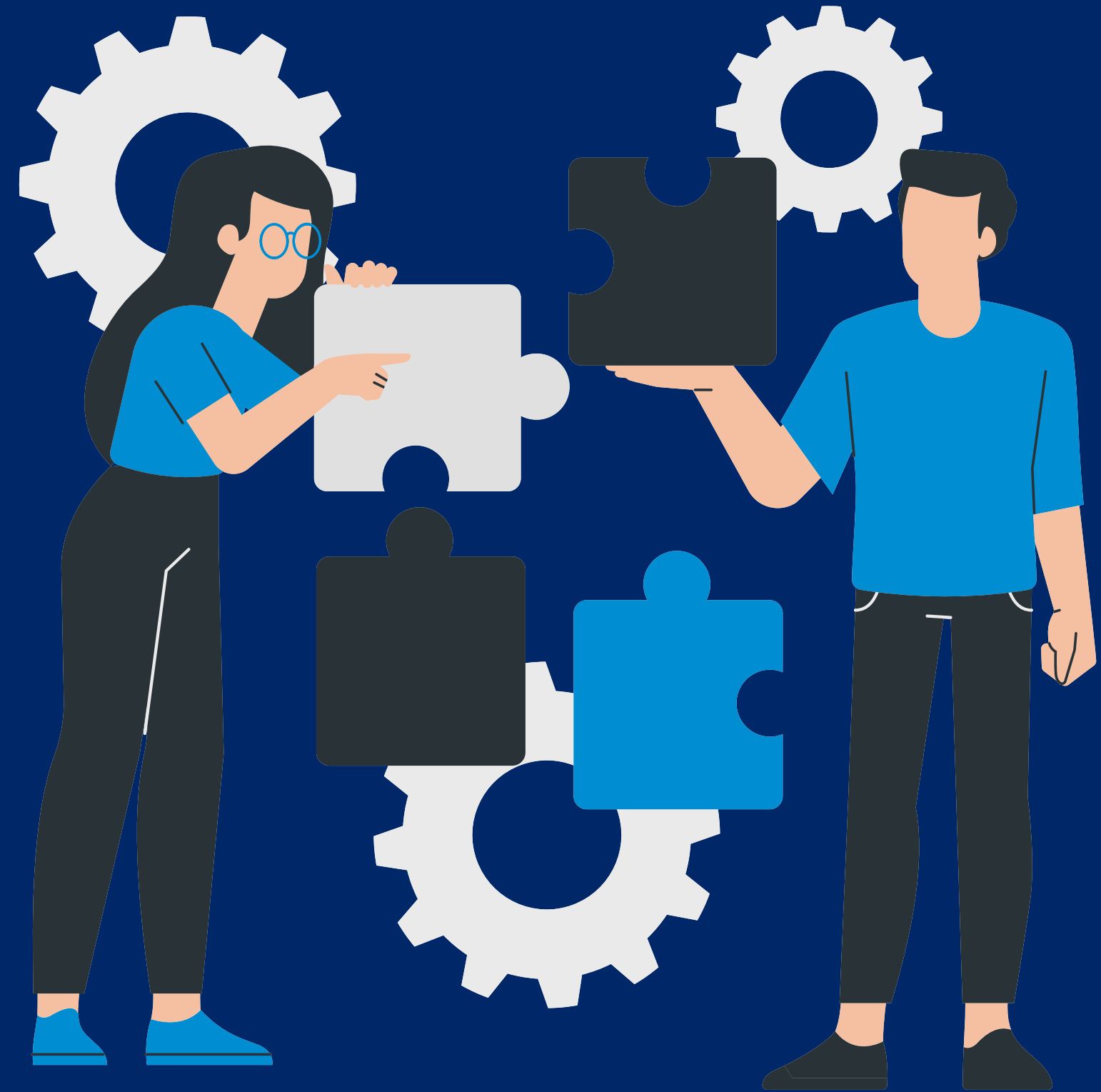


STEP SIXTEEN:

Designated Case Manager is assigned and conducts a Kickoff Call with the Managing Attorney and the Client where they introduce themselves and go through the rest of the strategy questions.



STEP SEVENTEEN:
Case Manager and Client
work together to build all the
components of the petition
using Visas.AI



STEP EIGHTEEN:

Case Manager assembles the petition and mails it to USCIS



STEP NINETEEN:

Client monitors case status updates through Visas.AI Portal



STEP TWENTY:

Client's petition is approved!
Case manager mails them a
card and a small gift from
the OnlineVisas Team
congratulating them on their
Dream Delivered :)

