

Inside Replay: See **why** practice conversations worked or why they didn't.

Run a simulated conversation in Cicero, then let Replay unpack how your words, tone, and timing shaped the outcome based on your company's goals.

Customer: "We've tried tools like this before. Adoption tanks after a month and my team blames me for the switch."

Replay insight: You validated their experience and asked a focused question, which lifted trust and kept the conversation in discovery instead of defensiveness.

Rep: "I hear that. What got in the way last time so we don't repeat it here?"

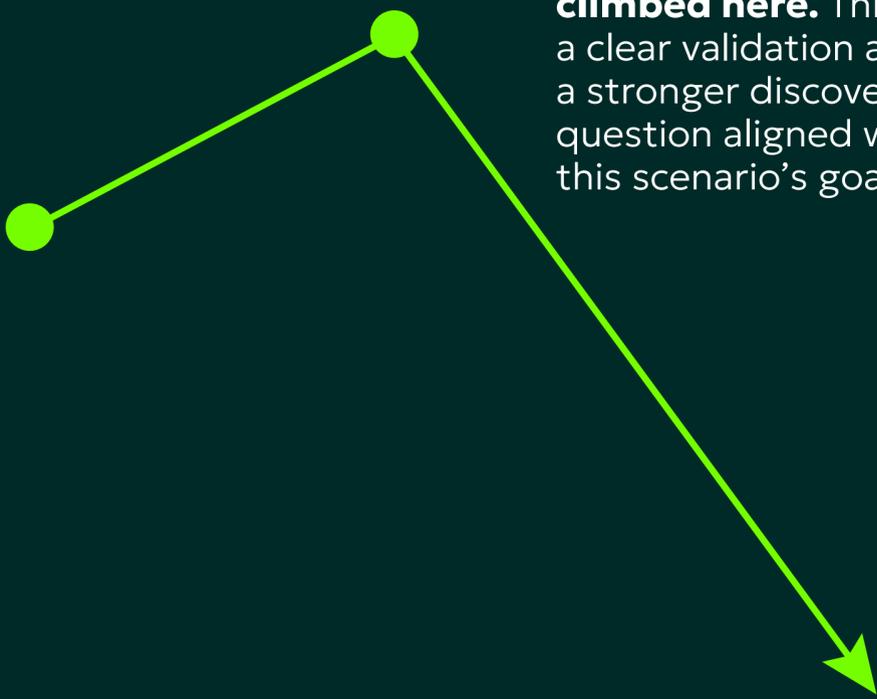


Customer: "I'm already under pressure to cut costs. If this doesn't pay off fast, it's going to land on me."

Replay insight: You went to pricing before acknowledging the risk for them. Slow down, name the pressure they're under, then connect value to that concern before you talk numbers.

Rep: "Our pricing starts at X per user per month..."

Trust / satisfaction



TRY A REPLAY AFTER YOUR NEXT ROLEPLAY.