

HAPPY LEAF SUPPORT

SERVICE CATALOG

KNOWLEDGEABLE, FLEXIBLE, RELIABLE REMOTE SUPPORT FOR CANNABIS & HEMP BRANDS



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ABOUT HAPPY LEAF

*Rooted in compassion. Grown from experience.
Focused on helping your business bloom.*



Hey there! I'm Abigail, the founder and lead support specialist behind HappyLeaf Support—your go-to partner for compassionate, knowledgeable, and truly customized customer care in the cannabis and hemp space.

Before HappyLeaf ever sprouted into existence, I spent over a decade in the customer support world—wearing many hats and gaining a deep understanding of what truly makes customer service great. I've worked in everything from hospitality management to call center leadership, remote service teams, and training & development, always focusing on one core mission: people first.

I learned how to turn frustrated customers into loyal fans, how to scale support systems for growing businesses, and—most importantly—how to listen with empathy while staying efficient and goal-focused. But my journey didn't stop there. I also ran my own hemp edibles business, which gave me firsthand insight into the challenges and incredible potential of this industry. I fell in love with the plant, the products, and the people—and I knew my calling was to combine my love of cannabis with my love of support. And so, HappyLeaf Support was born. I believe that good customer care should feel authentic, informative, and a little bit delightful. Every message, call, or chat is a chance to turn a curious visitor into a loyal customer. I take that seriously—and joyfully!

My service is grounded in a few core values:

Empathy always – Every customer deserves kindness and real solutions.

Brand harmony – Your voice, your values, your mission—I'll match it perfectly.

Customization is key – No cookie-cutter scripts here. Every business is different, and I build around you.

Education-driven support – From product guidance to cannabinoid knowledge, I'm here to help your customers feel informed and confident.

Here's what sets me apart:

- 10+ years of customer support experience
- Cannabis industry knowledge, including cannabinoids, product types, and regulations
- Personalized training programs for contractors or internal teams
- CRM, helpdesk, and live chat setup tailored to your tech stack
- Flexible add-on services to support your growth, launches, and high-volume seasons
- And everything I do comes with a smile, a strategy, and a lot of heart.

The cannabis and hemp world is blooming—and I'm here to help your brand grow right alongside it. If you're looking for a support partner who gets your industry, cares about your customers, and adapts with your needs, you've just found your person.

CORE SUPPORT

Let your in-store team focus on what they do best—selling to the customers right in front of them—while I handle all your inbound calls, emails, and chats. Each plan includes a set number of service hours within a 30-day period, with the flexibility to customize and add on as needed.

Every interaction is fully branded to your business, ensuring a seamless customer experience. With my extensive cannabis knowledge base and personal hands-on experience, I provide accurate recommendations, assist with order placement, and naturally encourage upsells—keeping your customers happy and your sales growing.

Tier 1 – \$1,080/Mo

60 Hours per month schedulable
during 8A–8P PST, 7 days a week

Tier 2 – \$1,800/Mo

100 Hours per month schedulable
during 8A–8P PST, 7 days a week

Tier 3 – \$2,880/Mo

160 Hours per month schedulable
during 8A–8P PST, 7 days a week

**BEST
VALUE!**

Tier 4 – \$3,600/Mo

240 Hours per month schedulable
24/7

All Tiers Include:

- Inbound phone, email, and chat coverage
- CRM access with ticket tracking
- Weekly interaction reports for performance insights

ADD-ONS

Perfect for tailoring your support plan to your exact needs—or covering those extra tasks whenever you need them.

Social Media Replies

Covers replies to DMs & Comments

\$4 per reply

or

Add to any Core Support Plan

Tier 1: +\$60/Mo

Tier 2: +\$100/Mo

Tier 3: +\$160/Mo

Tier 4: +\$220/Mo

Extra Hours

Between 8A-8P PST

\$20 per Hour

24/7 Coverage

Add 24/7 scheduling to any plan

Tier 1: +\$90/Mo

Tier 2: +\$150/Mo

Tier 3: +\$240/Mo

Extra Hours

Between 8P-8A PST

\$22 per Hour

Social Media Posting

Posting your own creative content throughout the month

\$50/Mo up to 10 posts,
\$1 per post after

Social Media Posting

Posting custom creative content throughout the month

\$100/Mo up to 10 posts,
\$2 per post after

ADDITIONAL SERVICES

Available for full customization, ensuring your support perfectly fits your unique business needs.

Remote Call Center Creation

\$1,500

Includes:

- CRM selection and POS integration
- Recruiting and training up to 3 remote or onsite agents
- Agent onboarding
- Basic workflow design
- Knowledge Base with 10 articles
- Customer journey mapping
- Ticket categories and escalation structure
- Basic flowchart design
- Branded scripting
- Custom training video for CRM/workflows
- Covers up to 100 hours (additional time billed at \$18/hour)
- Additional agents can be added for \$100 each
- Note: CRM and tool costs are not included in pricing

System & Workflow Design

\$800

Includes:

- CRM sourcing
- Workflow and training structure
- Knowledge Base with 10 articles
- Ticket categories and escalation steps
- Customer journey mapping
- Branded scripting
- POS integration
- Custom CRM/workflow training video
- Note: CRM and tool costs are not included in pricing

CRM Setup & Integration

\$500

Includes:

- CRM selection based on your business needs
- Integration with your POS system for smooth order management
- Note: CRM and tool costs are not included in pricing

TRAINING & DEVELOPMENT

Development for your team that **actually** matters

Recruiting & Onboarding

\$600

Includes:

- Recruiting and training up to 4 agents
- 20 hours of one-on-one coaching
- System navigation, workflow processes, and customer service delivery

Customer Service Seminar

\$200

Includes:

- 2-hour session (virtual or on-site)
- Covers sales, escalation handling, compliance-safe conversations, cannabis product knowledge
- Group game and open discussion
- Note: In-person seminars accrue traveling fees 20 miles outside of Santa Maria, CA

Customer Experience Refresh

\$1,000

Includes:

- One-week immersive training (remote or onsite)
- Improves team communication, product knowledge, and customer engagement
- Helps identify service gaps and build systems to turn feedback into action
- Note: In-person seminars accrue traveling fees 20 miles outside of Santa Maria, CA

Training Manuals

\$100

Includes:

- Fully customized manual for front-of-house/customer-facing roles
- Covers responsibilities, tone, service standards, compliance, and workflow
- Includes branded scripting and onboarding best practices
- Delivered in a clean, easy-to-read format

ONGOING TEAM SUPPORT

For when you need a little boost managing everything

Ongoing Team Management

\$1,000/Mo

Includes:

- Agent scheduling
- Performance tracking
- Daily check-ins and quality assurance
- Continued coaching and support
- Communication oversight
- Up to 40 hours/month

Temporary/On-Call Support

\$20/Hourly

Includes:

- Flexible remote customer service support
- Available for email, chat, and phone coverage when you need it most

KNOWLEDGE TOOLS/REPORTING

Boosting the support your team has & helping you track your data

Website FAQ Creation

\$100

Includes:

- Clear, brand-aligned FAQ page
- Covers product details, policies, troubleshooting, and procedures
- Written for easy customer and agent use
- Delivered in a ready-to-upload format

Knowledge Base

\$20 Per article

Includes:

- Professionally written, cannabis-specific knowledge articles
- Designed to reduce tickets and empower customers
- Easy to read, consistent tone, and tailored to your brand

Interaction Scripting

\$50

Includes:

- Scripts for phone, email, chat, or in-person conversations
- Covers greetings, product help, returns, compliance-sensitive topics
- Consistent with your tone and branding
- Covers up to 10 phone, 10 chat, and 10 email scripts. Each additional script \$5

Monthly Service Reports

\$100/Mo

Includes:

- Breakdown of customer interactions, agent performance, and key trends
- Insights into service strengths and areas for improvement
- Includes recommendations to boost customer satisfaction and retention
- Optional add-ons: competitor benchmarking or customer loyalty analysis
- Note: CRM and software tool costs are not included

CONTACT



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