

Ideally, reply to the email the sent you about 'Favour' and say:

'Hi name,

Thanks very much your reply. You ask a really interesting question and it got me thinking about something in relation to the training /offer/service I'm creating.

Would you mind if I ask you a few questions for a few minutes?

I promise not to try to sell you anything on the call.

And if you are able to give me 15 mins for that, I can give you 15 mins at no charge and tell you exactly what I'd do about [personalise by copying and pasting their questions from Favour email]?

[signoff]'

I would do it in two steps - if they say yes, then send them scheduling link (not send it the first time - unless you happen to know them really well).