Greeting: Hello, and thank you for calling. My name is [OpName]. Are you calling today to schedule an appointment with the vet?

i.   Yes (Calling to Schedule Appointment)
   a.   I would be happy to help you with that. I just have a few questions for you, if that`s alright. May I have your first and last name?
   b.   And what is the best number to reach you?
   c.   Thank you [FirstName]. What is your pet's name?
   d.   And what type of animal is [PetsName]?
   e.   May I ask, what is the reason for the visit?
   f.   And does your pet need to be seen immediately?
      i.   Yes
         1.   Okay [FirstName]. I am going to pass your information along to the office staff immediately, and they will be in touch with you soon. Thank you again for calling.
            a.   Reach on-call and send message through.
      ii.   No
         1.   Okay [FirstName]. I am going to pass your information along to the office staff, and they will be in touch with you. If you would like, you can also book an appointment online. Thank you for calling and have a nice day.
            a.   Send message through.

ii.   No (Calling for Boarding Services)
   a.   I would be happy to help you with that. I just have a few questions for you, if that`s alright. May I have your first and last name?
   b.   And what is the best number to reach you?
   c.   Thank you [FirstName]. What is your pet's name?
   d.   And what dates were you looking to request for the boarding?
   e.   Okay, [FirstName]. I will send your information along to the office staff, and they will be in touch with you to set up a boarding reservation. Thank you for calling, and enjoy your day!
      i.   Send message through.

iii.   No (All Other Calls)
   a.   I would be happy to help you with that. I just have a few questions for you, if that`s alright. May I have your first and last name?
   b.   And what is the best number to reach you?
   c.   Thank you, [FirstName]. What message would you like me to pass on?
   d.   Okay, [FirstName]. I will send your information along and have your call returned. Thank you for calling, and enjoy your day!
      i.   Send message through.