Greeting: Thank you for calling [CampaignName], my name is [OpName]. Are you calling today to schedule an appointment?

i. Yes (Calling to Schedule)
    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. Okay, [FirstName]. Do you have an email address that you would like to provide?
    d. May I have a brief description of the problem you are having?
    e. And, may I have the model number of the appliance?
    f. Thank you, [FirstName]. There is a service fee of $79 if the appliance is repaired or not. If they can repair it, that will be applied to the overall bill. Are you okay with that?
        i. Yes
            1. Alright, now before we schedule you an appointment, I did want to let you know that all appointments are booked 2 days out. If there is an earlier appointment available, one of our service managers will reach out to you to book it sooner.
                a. Access website and schedule appointment.
        ii. No
            1. No problem. If you change your mind, just give us a call back. Thank you for calling, and have a great day!
                a. No message.

ii. No (Calling for an Estimate)
    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 are you looking to have done?
    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.

iii. 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.