



Greeting: Hello, and thank you for calling. My name is [OpName]. How may I help you today?

- i. Caller is (Inquiring About a Car)
 - 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 name?
 - b. May I have the spelling of your last name?
 - c. And what is the best number to reach you?
 - d. Okay, [FirstName], what car are you interested in?
 - e. Where did you see the ad for the car?
 - f. Thank you, [FirstName]. Would you need help financing the car?
 - i. Attempt to warm transfer 24/7 and send message through.
- ii. 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 name?
 - b. May I have the spelling of your last name?
 - c. And what is the best number to reach you?
 - d. Thank you, [FirstName]. What message would you like me to pass on?
 - e. 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.