



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

- i. Needs Parts/Inquiring About Parts
 - a. I do apologize but unfortunately, you will need to call back during normal business hours for more information about parts. Thank you for calling and have a nice day.
 - i. No message
- ii. Towing Calls
 - a. Did you need a tow or did you already have a tow truck and just looking to drop off?
 - i. Drop Off
 - 1. I can give you the information for where to drop your keys. Please allow me to take your information and someone will return your call during normal business hours. May I please have your first name?
 - 2. May I have the spelling of your last name?
 - 3. And may I please have the best number for someone to reach you?
 - 4. Thank you [FirstName], what is the year of the vehicle?
 - 5. And may I have the make and model of the vehicle?
 - 6. Okay [FirstName], someone will return your call during business hours. Please leave your keys in the green drop box at the north gate which is at the front of the parking lot. Thank you for calling and enjoy your day!
 - a. Send message through
 - ii. Needs Tow
 - 1. I can certainly help you with that. I just need to take down some basic information to better assist you. May I please have your first name?
 - 2. May I have the spelling of your last name?
 - 3. And may I please have the best number for someone to reach you?
 - 4. Thank you [FirstName], what is the year of the vehicle?
 - 5. And may I have the make and model of the vehicle?
 - a. Attempt to warm transfer 24/7 and send message through
- iii. All Other Calls
 - a. I can certainly help you with that. I just need to take down some basic information to better assist you. May I please have your first name?
 - b. May I have the spelling of your last name?
 - c. And may I please have the best number for someone to reach you?
 - d. Thank you [FirstName], what is the year of the vehicle?
 - e. And may I have the make and model of the vehicle?
 - f. Alright, what message would you like me to pass along?
 - i. Send message through