

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

i. All Calls

- a. Is the problem you are experiencing causing a loss in business? (Systems are completely down?)

i. Yes (Emergency)

1. I am sorry to hear that, but I can certainly help you. I just need to gather some basic information to better assist you. May I have your first name?
2. May I have the spelling of your last name?
3. And what is the best number to reach you?
4. Thank you [FirstName], may I have a brief description of the issue you are having?
 - a. Attempt to warm transfer 24/7 and send message through.

ii. No (Non-Urgent)

1. Would you like me to set an appointment or just have the next available technician call you back?
 - a. Set Appointment
 - i. Go out to website and set appointment
 - b. Call Back
 - i. I just need to take down some information and will have a technician contact you. May I have your first name?
 - ii. May I have the spelling of your last name?
 - iii. And what is the best number to reach you?
 - iv. Thanks, [FirstName]. I will send your information along and have your call returned. Thank you for calling, and enjoy your day!
 1. Send message through.