

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

- i. And are you calling in regards to an urgent issue?
 - a. Yes (Urgent)
 - i. I am sorry to hear that, I can certainly help you. I just need to take down some basic information to better assist you. May I please have your first name?
 - ii. May I have the spelling of your last name?
 - iii. Now may I please have the best number for someone to reach you?
 - iv. Thank you [FirstName]. Do you have an email address you would like to provide?
 - v. And may I have a brief description of your issue please?
 - vi. Okay [FirstName], I will pass your message along, and someone will be in touch with you soon. Thank you for calling.
 - 1. Reach on-call and send message through.
 - b. No (Not Urgent)
 - i. No problem, 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?
 - ii. Now may I please have the best number for someone to reach you?
 - iii. Thank you [FirstName]. Do you have an email address you would like to provide?
 - iv. What is the best time to contact you?
 - v. And what message would you like me to pass along?
 - vi. May I ask how did you hear about us?
 - vii. Okay [FirstName], I will pass your message along and someone will be in touch with you soon. Thank you for calling and enjoy your day!
 - 1. Send message through.