



Greeting: Law offices, my name is [OpName]. How may I help you today?

i. All 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. Now what is the best number to reach you?
- d. Thank you [FirstName]. Do you have an email address you would like to provide?
- e. And what message would you like me to pass along?
- f. Is this call regarding an arrest?
  - i. Yes
    1. May I ask, what have you been charged with?
    2. Okay [FirstName], I will pass your message along and someone will be in touch with you soon. Thank you for calling.
      - a. Send message through.
  - ii. No
    1. 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!
      - a. Send message through.