



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

i. All Calls

a. May I ask, do you need to talk to an advocate right away or can someone call you back within 24 hours?

i. Speak to Advocate Now

1. No problem, I can certainly help you. I just need to take down some basic information if that is okay. May I please have your name?

a. And are you calling for yourself or someone else?

i. Self

1. May I have the best phone number to reach you?

2. And are you currently in a safe location?

3. Alright [FirstName]. Is there any message you would like me to pass along?

a. Attempt to warm transfer. If no answer reach the on-call and send message through.

ii. Someone Else

1. May I have the best phone number to reach you?

2. May I ask the victim's name?

3. Alright, is the victim hurt or injured?

4. Alright [FirstName]. Is there any message you would like me to pass along?

a. Attempt to warm transfer. If no answer reach the on-call and send message through.

ii. Can Wait 24 Hours

1. Okay, you can call the office at [PhoneNumber] and leave a voicemail, or if you would prefer, I can gather your information and pass it on to the office for you and they will return your call within 24 hours.

a. Will Call Office

i. Okay. If you need to speak to someone right away, please feel free to give us a call back. Thank you for calling.

1. No Message

b. Would Like to Leave Message

i. No problem. May I please have your name?

ii. May I have the best phone number to reach you?

iii. And what message would you like me to pass along?

iv. Okay [FirstName], I will deliver you information to the office and they will return your call within 24 hours. Thank you for calling.

1. Send message through.