

- i. **Greeting:** Thank you for calling [CampaignName], this is [OpName]. How can I help you?
 - a. Is this an Emergency?
 - i. Yes (Emergency)
 1. I am sorry to hear that, I can certainly help you. I just have a few questions for you, if that`s alright. 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]. Do you have an email address that you would like to provide?
 5. Alright, what message would you like me to pass on?
 6. Okay, [FirstName]. I will send your information along and have your call returned. Thank you for calling.
 - a. Text message to staff
 - ii. No (No Emergency)
 1. I would be happy to help you with that. I just have a few questions for you, if that`s alright. 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]. Do you have an email address that you would like to provide?
 5. Alright, what message would you like me to pass on?
 6. Okay, [FirstName]. I will send your information along and have your call returned. Thank you for calling, and enjoy your day!
 - a. Text message to staff