i. **Greeting:** Thank you for calling [CampaignName]. This is [OpName]. Is this an emergency?

   a. Yes (Emergency)

      i. I am sorry to hear that. Do you need me to page the On-Call Admissions for immediate assistance or take a routine message for the office?

         1. Yes (Page OnCall)

            a. I can certainly help you with that. I just need 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. And may I please have the best number to reach you?

            d. Thank you [FirstName], what message would you like me to pass along?

               i. Call out to On-Call staff member

         2. Take Routing Message

            a. I can certainly help you with that. I just need 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. And may I please have the best number to reach you?

            d. Thank you [FirstName], what message would you like me to pass along?

               i. Send email to staff

   b. No (All Other Calls)

      i. I can certainly help you with that. I just need 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. And may I please have the best number to reach you?

      iv. Thank you [FirstName], what message would you like me to pass along?

         1. Send email as normal