

Greeting: Thank you for calling [CampaignName], this is [OpName]. How can I help you?

- i. Caller is Stuck/Having an Emergency
  - a. I am sorry to hear that, I can certainly get you help. I just have a few questions for you, if that`s alright. May I have your first and last name?
  - b. And what would be best number to reach you?
  - c. Okay, [FirstName], do you have the company service address or company name of where you are trapped?
  - d. And is there any message you would like me to pass on?
  - e. Okay, [FirstName]. I will send your information along and have your call returned as soon as possible. Thank you for calling.
    - i. Reach on-call and send message through.
- ii. Caller Needs Elevator Maintenance
  - a. 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 and last name?
  - b. And what would be best number to reach you?
  - c. Alright, may I have your company service address please?
  - d. Thank you, [FirstName]. What is the problem you are having with the elevator?
  - e. And, is this for an emergency repair?
    - i. Yes
      1. Okay, [FirstName]. I will send your information along and have your call returned as soon as possible. Thank you for calling.
        - a. Reach on-call and send message through.
    - ii. No
      1. Okay, [FirstName]. I will send your information along and have your call returned. Thank you for calling, and enjoy your day!
        - a. Send message through.
- iii. All Other Calls
  - a. 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 and last name?
  - b. And what would be best number to reach you?
  - c. Alright, may I have your company service address please?
  - d. Thank you, [FirstName]. What message would you like me to pass on?
  - e. Okay, [FirstName]. I will send your information along and have your call returned. Thank you for calling, and enjoy your day!
    - i. Send message through.