



Greeting: Hello, and thank you for calling. My name is [OpName]. Are you interested in service?

- i. Yes (Interested in Service)
 - 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 name?
 - b. May I have the spelling of your last name?
 - c. And in case we get disconnected, what is the best number to reach you?
 - i. Attempt to warm transfer 24/7 and send message through.
- ii. No (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 name?
 - b. May I have the spelling of your last name?
 - c. Thank you, [FirstName]. Do you have an email address that you would like to provide?
 - 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.