



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

i. All Calls

- a. Sure, I can help you with that. I just need a few details from you if that is okay. May I please have your first name?
- b. And how do you spell your last name?
- c. Thank you, [FirstName]. What is the best number to reach you?
- d. Thank you. May I have the service location?
- e. And what service are you in need of?
- f. Are you a current customer?
- g. Okay, [FirstName] is this something that needs to be handled right away, or can it wait until the next business day?

i. Handle Now

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. Can Wait

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.