



Greeting: Thank you for calling [CampaignName]. My name is [OpName]. How may I help you?

- i. Gambling Issue
  - a. Would you like to remain anonymous?
    - i. Yes
      - 1. No worries, I would be happy to assist you. What message would you like me to pass on?
        - a. Attempt to warm transfer 24/7. If no answer reach on-call and send message through.
    - ii. No
      - 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 in case we get disconnected, what is the best number to reach you?
      - 4. And what message would you like me to pass on?
        - a. Attempt to warm transfer 24/7. If no answer reach on-call and send message through.
- ii. All Other Calls
  - a. You've reached a gambling crisis help line. I do apologize but unfortunately, we are unable to help you. Thank you for calling and have a nice day.