



Greeting: Hello, and thank you for calling, my name is [OpName]. Are you calling for emergency service?

- i. Yes (Emergency Service)
 - a. Business Hours
 - i. I am sorry to hear that. Would you mind providing a brief description of the issue, so I can let our technician know what is going on?
 - ii. May I please have your first and last name?
 - iii. And what is the best number to reach you?
 - iv. Alright, may I have the service address please?
 - v. Okay [FirstName], I will pass your message along, and someone will be in touch with you as soon as possible. Thank you for calling.
 1. Send message through.
 - b. After Hours
 - i. I am sorry to hear that. Just so you are aware. we do have a \$99 service fee for a tech to come out, but that fee will be waived if we do the repairs. Do you want to continue?
 1. Yes
 - a. Okay, would you mind providing a brief description of the issue that you are having?
 - b. May I please have your first and last name?
 - c. And what is the best number to reach you?
 - d. Okay, have you had service from us within the past 30 days?
 - e. Alright, may I have the service address please?
 - f. Okay [FirstName], I will pass your message along, and someone will be in touch with you as soon as possible. Thank you for calling.
 - i. Reach on-call and send message through.
 2. No
 - a. Okay no problem, if you do change your mind, please feel free to give us a call back. Thank you for calling and have a nice day.
 - i. No message.
 - ii. No (All Other Calls)
 - a. I can certainly help you with that. I just need to take down some basic information and I will have someone get in touch with you. May I please have your first and last name?
 - b. And what is the best number to reach you?
 - c. Were you looking to set up a service appointment?
 - i. Yes
 1. Alright, may I have the service address please?
 - a. Access calendar to set appointment.
 - ii. No
 1. Okay [FirstName], I will pass your message along, and someone will be in touch with you soon. Thank you for calling and enjoy your day!
 - a. Send message through.