



Greeting: Hello, and thank you for calling [CampaignName]. Are you calling for an estimate, or service today?

- i. Caller Wants Quote/Estimate
 - a. Okay, and what type of service are you looking to have done?
 - b. May I have your first name?
 - c. And what is the best number to reach you?
 - d. Alright, may I have your address please?
 - e. And have we worked on your property before?
 - f. What is your preferred date and time for a representative to call you back?
 - g. 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.
- ii. Calling to Purchase/Install Product
 - a. Will this be for a residential property, or a commercial property?
 - b. Okay, I just need to take down some basic information to better assist you. May I have your street address please?
 - c. Great, and what is your first and last name?
 - d. And what is the best number to reach you?
 - e. Thank you [FirstName]. Could you give me a brief description of the work you were looking to have done?
 - f. 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!
 - i. 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 name and last name?
 - b. And what is the best number to reach you?
 - c. Thank you, [FirstName]. What message would you like me to pass on?
 - d. 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.