

Greeting: Thank you for calling [CampaignName], this is [OpName]. How can I help you?

i. Calling for 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 what is the best number to reach you?
- d. Is the service for your business?
 - i. Yes
 1. Alright, may I have the name of your company please?
 2. Thank you [FirstName], what message would you like me to pass along?
 - a. Attempt to warm transfer during business hours and send message through.

ii. No

1. Okay, [FirstName], are you a current customer?
 - a. Yes
 - i. Thank you [FirstName], what message would you like me to pass along?
 - ii. Attempt to warm transfer during business hours and send message through.
 - b. No
 - i. No worries, what message would you like me to pass on?
 1. Send message through.

ii. 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. And what is the best number to reach you?
- d. Are you a current customer?
- e. No worries, what message would you like me to pass on?
- f. 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.