

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

i. Calls Regarding a Case

a. And are you a new or existing client?

i. New

1. I can help you with that. I just need to take down a few details from you if that is okay. May I please have your first and last name?
2. Now what is the best number to reach you?
3. Thanks [FirstName]. What message would you like me to pass along?
4. Okay, [FirstName]. I will give them the message and we will have your call returned within an hour. Thanks for calling and have a great day!
 - a. Send message through.

ii. Existing

1. I can help you with that. I just need to take down a few details from you if that is okay. May I please have your first and last name?
2. Now what is the best number to reach you?
3. Thanks [FirstName]. What message would you like me to pass along?
4. Okay, [FirstName]. I will give them the message and we will have your call returned within an hour. Thanks for calling and have a great day!
 - a. Send message through.

ii. Calls from Immigration Court/Government Official

- a. I can help you with that. I just need to take down a few details from you if that is okay. May I please have your first and last name?
- b. Now what is the best number to reach you?
- c. Thanks [FirstName]. What message would you like me to pass along?
- d. Okay [FirstName]. One moment please while I transfer you. If you receive a voice mail, please leave a message and someone will return your call.
 - i. Cold transfer calls 24/7 and send message through.

iii. Calling about Family Member Detained

- a. I am sorry to hear that. I just need to take down a few details from you if that is okay. May I please have your first and last name?
- b. Now what is a good number to reach you?
- c. Thanks [FirstName]. And do you know where they are located?
- d. Okay, and do you have their ID number?
- e. Alright, what country is your relative from?
- f. And how long have they been detained for?
- g. Okay, [FirstName]. I have forwarded your information, and someone will reach out to you soon. Thank you for calling.
 - i. Send message through.