



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

- i. Calling for Specific Person
 - a. Okay, one moment please while I transfer you.
 - i. Select the specific person the caller is asking for, and cold transfer directly to their extension
- ii. Second Time Calling (Has Not Heard Back)
 - a. I am sorry to hear that no one has reached out to you. Let me go ahead and transfer you. One moment please.
 - i. Cold transfer caller and disconnect.
- iii. All Other Calls
 - a. I can certainly help you with that. I just need to take down some basic information to better assist you. May I please have your first name?
 - b. May I have the spelling of your last name?
 - c. And what would be the best number to reach you?
 - d. Thank you [FirstName]. What message would you like me to pass along?
 - e. 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.