



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

i. All Calls

a. Are you a current client?

i. Yes

1. 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?
2. May I have the spelling of your last name?
3. And what is the best number to reach you?
4. Thank you, [FirstName]. What message would you like me to pass on?
5. Okay, [FirstName]. I will send your information along and have your call returned. Thank you for calling, and enjoy your day!
 - a. Send message through.

ii. No

1. 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?
2. May I have the spelling of your last name?
3. And what is the best number to reach you?
4. Thank you, [FirstName]. Do you have an email address that you would like to provide?
5. Alright, may I have your address please?
6. And what time of day is best to return your call?
7. What service are you in need of?
8. Thank you, [FirstName]. Is there any other message would you like me to pass on?
9. Okay, [FirstName]. I will send this message over and have your call returned. Thank you for calling, and have a great day!
 - a. Send message through.