



Greeting: Hello, and thank you for calling [CampaignName], this is [OpName]. Are you calling today with a vehicle or home lockout?

- i. Vehicle Lockout
 - a. I can certainly help you, I just need to take down some basic information to better assist you. May I have your first and last name?
 - b. And what is the best number to reach you?
 - c. Thank you [FirstName], may I have your street address?
 - d. Alright, may I have the year, make and model of the vehicle please?
 - e. What color is the vehicle?
 - f. Okay, [FirstName]. I will send your information along to the technician on-call and have your call returned as soon as possible with an arrival time and more information. Thank you for calling.
 - i. Reach on-call and send message through.
- ii. Home Lockout
 - a. I can certainly help you, I just need to take down some basic information to better assist you. May I have your first and last name?
 - b. And what is the best number to reach you?
 - c. Thank you [FirstName], may I have your street address?
 - d. You'll need to have your driver's license with that address on it with you. Do you have that?
 - e. Okay, [FirstName]. I will send your information along to the technician on-call and have your call returned as soon as possible with an arrival time and more information. Thank you for calling.
 - i. Reach on-call and send message through.
- iii. All Other Calls
 - a. And is this an emergency?
 - i. Yes
 - 1. I am sorry to hear that, but I would be happy to help you. May I have your first and last name?
 - 2. And what is the best number to reach you?
 - 3. Thank you [FirstName], may I have your street address?
 - 4. Thank you, [FirstName]. What service are you needing?
 - 5. Okay, [FirstName]. I will send your information along and have your call returned as soon as possible. Thank you for calling.
 - a. Reach on-call and send message through.
 - ii. No
 - 1. I can certainly help you, I just need to take down some basic information to better assist you. May I have your first and last name?
 - 2. And what is the best number to reach you?
 - 3. Thank you, [FirstName]. What message would you like me to pass on?
 - 4. 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.