



Greeting: Hello and thank you for calling my name is [OpName]. Are you calling about advertising information or are calling for subscription information?

- i. Calling for Advertising Information
  - a. I can certainly help you, I just need to gather some basic information to better assist you. 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. Thank you [FirstName], do you have an email address you would like to provide?
    - i. Attempt to warm transfer during business hours and send message through.
- ii. Calling for Subscription Information
  - a. I can certainly help you, I just need to gather some basic information to better assist you. 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. Thank you [FirstName], do you have an email address you would like to provide?
    - i. Attempt to warm transfer 24/7 and send message through.