



Greeting: Thank you for calling the [CampaignName] Telethon, my name is [OpName]. Are you calling to donate?

- i. Yes (Wants to Donate)
  - a. Great! Would you like to make a monthly or one-time donation?
    - i. One moment please and I will be happy to help you!
      - 1. Access website and submit donation.
- ii. No (Want to Pledge)
  - a. I would be happy to help you with that. I just need to take down a few details from you if that`s okay. May I please have your first and last name?
  - b. Thank you, and what is the best number for someone to reach you?
  - c. Thank you [FirstName]. May I have your email address?
  - d. And what is your street address?
  - e. Thank you. And what amount would you like to pledge?
  - f. Okay [FirstName], thank you for your pledge! Someone will follow up with you shortly.
    - i. Send message through.
- iii. No (All Other Calls)
  - a. I would be happy to help you with that. I just need to take down a few details from you if that`s okay. May I please have your first and last name?
  - b. Thank you, and what is the best number for someone to reach you?
  - c. Thank you [FirstName]. May I have your email address?
  - d. And what message would you like me to pass along?
  - e. Okay [FirstName], I will forward your message and someone will be in touch with you soon. Thank you for calling and enjoy your day!
    - i. Send message through.