



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

- i. Judge/Court Official Calling
 - a. I would be happy to take down your information and then I can see if the attorney is available. May I please have your first and last name?
 - b. Thank you [FirstName]. In case we get disconnected, may I please have the best number to reach you?
 - c. And can you tell me how you heard about us?
 - d. May I ask what your call is regarding?
 - e. One moment please while I transfer you. May I place you on a brief hold?
 - i. Attempt to warm transfer 24/7 and send message through.
- ii. New Client
 - a. I am happy to assist you with that. May I ask what type of case you are calling about?
 - b. I would be happy to take down your information and then I can see if the attorney is available. May I please have your first and last name?
 - c. Thank you [FirstName]. In case we get disconnected, may I please have the best number to reach you?
 - d. And can you tell me how you heard about us?
 - e. May I ask what your call is regarding?
 - f. One moment please while I transfer you. May I place you on a brief hold?
 - i. Attempt to warm transfer 24/7 and send message through.
- iii. Existing Client
 - 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 and name?
 - b. Thank you [FirstName]. In case we get disconnected, may I please have the best number to reach you?
 - c. May I ask what the call is regarding?
 - d. Okay, [FirstName], I will pass your message along and someone will be in touch with you soon. Thank you again for calling, and enjoy your day!
 - i. Send message through.