



Greeting: Hello, and thank you for calling. You have reached the Answering Service for [CampaignName], my name is [OpName]. How may I help you today?

- i. Calling to Have Pet Cremated
 - a. I am sorry for your loss, but I can certainly assist you with that. I just have a few questions for you, if that`s alright. May I have your first and last name?
 - b. And what is the best number to reach you?
 - c. Okay, [FirstName], may I please have your pet`s name?
 - d. And what type of animal was [PetsName]?
 - e. Okay. Where is [PetsName] currently located?
 - f. Okay, [FirstName]. Again, I am sorry for your loss, I will have someone from [CampaignName] contact you shortly. Thank you for calling.
 - i. Reach on-call and send message through.
- ii. Veterinary Clinic Calling
 - a. Okay, no problem. May I have your first name?
 - b. And may I have the name of your clinic please?
 - c. Thank you, [FirstName]. Briefly, what can I say is the reason for the call?
 - d. Okay, [FirstName]. I will send your information along right away. They will call you if they have questions. Thank you for calling.
 - i. Send message through.
- iii. All Other Calls
 - a. 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 and last name?
 - b. And what is the best number to reach you?
 - c. Thank you, [FirstName]. Briefly, what can I say is the reason for the call?
 - d. Okay, [FirstName]. I will send your information along right away. They will call you if they have questions. Thank you for calling.
 - i. Send message through.