

Greeting: [CampaignName], this is [OpName]. How may I help you today?

- i. Calling to Schedule Appointment
 - a. I can certainly help you with that. May I please 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 please?
 - d. And what plumbing issues are you having that we can assist you with?
 - i. Access calendar and schedule appointment.
- ii. Caller has Emergency
 - a. Is this causing service to stop in the whole house or is it causing damage?
 - i. Yes
 - 1. I am sorry to hear that, but I can certainly help you. I just need to take down some basic information to better assist you. May I please have your first and last name?
 - 2. Now what is the best number to reach you?
 - 3. Thank you [FirstName]. May I have your street address please?
 - 4. And please provide me with a brief description of the issue you are having.
 - 5. Okay [FirstName], We are going to pass this on to a tech and they will be in touch shortly. Thank you for calling.
 - a. Reach on-call and send message through.
 - ii. No
 - 1. I can certainly help you with that. May I please 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 please?
 - 4. And what plumbing issues are you having that we can assist you with?
 - a. Access calendar and schedule appointment.
- iii. All Other Calls
 - a. I can certainly help you with that. May I please have your first and last name?
 - b. And what is the best number to reach you?
 - c. Thank you [FirstName], what message would you like me to pass along?
 - d. Okay [FirstName], I will pass your message along, and someone will be in touch with you soon. Thank you for calling and enjoy your day!
 - i. Send message through.