Greeting: Hello, and thank you for calling, my name is [OpName]. You have reached the after-hours ordering line. Are you calling to place an order today?

i.   Yes (Calling to Place Order)
   a.   I can certainly help you with that. Will the shipping be in the United States and purchased with a United States issued credit card?
      i.   Yes
         1.   Great! I will be happy to help you!
            a.   Access website and process order.
      ii.   No
         1.   I am sorry, you have reached the Call Center, and the information we have here is limited. However, let me take down your information and I will have a representative follow-up with you via email.  May I please have your first and last name?
         2.   May I have your email address?
         3.   Thank you [FirstName]. And what message would you like me to relay?
         4.   Okay, [FirstName]. I will pass your message along and you will receive a response via email shortly. Thanks for calling and have a great day!
            a.   Send message through.

ii.   No (Needs to Update Order)
   a.   No problem, I can help you with that. Please allow me to collect some information about your order, and I will make sure someone corrects this. May I please have your first and last name?
   b.   And what would be the best number for someone to reach you?
   c.   Thank you [FirstName]. What update or correction are you making to your order?
   d.   Okay [FirstName]. I will forward this over immediately, and we will take care of that for you. Thank you for calling and have a great day.
      i.   Send message through.

iii.   All Other Calls
   a.   No problem, I can certainly help you with that. Please allow me to create a ticket for you, and I will have someone return your call. May I please have your first and last name?
   b.   And what would be the best number to return your call?
   c.   Thank you [FirstName]. What message would you like me to pass on?
   d.   Okay, [FirstName]. I will forward your information to the appropriate department. Thanks for calling and have a great day!
      i.   Send message through.