

Greeting: Thank you for calling [CampaignName], this is [OpName]. How can I help you?

- i. Calling from Alarm Company
  - 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 name?
  - b. May I have the spelling of your last name?
  - c. May I have your company name?
  - d. And what is the best number to reach you?
  - e. Alright, may I have the address of the alarm?
  - f. Thank you, [FirstName]. What is the nature of the alarm? (e.g., glass break, indoor motion, etc.)
  - g. Are you dispatching the police?
  - h. Okay, [FirstName]. 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. 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 name?
  - b. May I have the spelling of your last name?
  - c. And what is the best number to reach you?
  - d. And what time of day is best to return your call?
  - e. Thank you, [FirstName]. What message would you like me to pass on?
  - f. Okay, [FirstName]. I will send your information along and have your call returned. Thank you for calling, and enjoy your day!
    - i. Send message through.