Greeting: Hello, you have reached the answering service for [CampaignName], this is [OpName]. Are you calling for technical support?

i. Yes (Technical Support)
  a. Are you calling regarding an emergency support issue that you have already called us about?
    i. Yes
      1. And what company are you with?
      2. Thank you. We are currently following our emergency call-out escalation process, by continuously calling everyone on our list. You should expect to hear from us within one hour of your first call. Thank you for calling.
    ii. No
      1. No problem, I can certainly help you with that. I just need some basic information to better assist you. May I please have your first name?
      2. May I have the spelling of your last name?
      3. And what is the best number to reach you?
      4. Thank you, [FirstName]. What message would you like me to pass along?
      5. And what company are you with?
      6. Are you calling about an emergency, requiring immediate assistance?
        a. Yes
          i. Reach on-call and send message through.
        b. No
          i. Send message through.

ii. No (All Other Calls)
  a. I can certainly help you with that. I just need some basic information to better assist you. May I please 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. No one is available at the moment to take your call, but I will make sure someone from the team knows you called. Thank you for calling and have a great day!
    i. Send message through.