



Greeting: Hello, and thank you for calling, my name is [OpName]. How may I help you today?

- i. Calling to Set up Solar Power
  - a. I apologize, all of our agents are currently busy, but if you would let me gather your information, I will have someone get in contact with you as soon as possible. May I please have your first name?
  - b. May I have the spelling of your last name?
  - c. And what would be the best number for someone to reach you?
  - d. Thank you [FirstName]. When is the best time to contact you?
  - e. And which city are you calling from?
  - f. Thank you [FirstName]. What message would you like me to pass along?
  - g. 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.
- ii. All Other Calls
  - a. I can certainly help you with that. I just need to take down 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 would be the best number for someone to reach you?
  - d. Thank you [FirstName]. What message would you like me to pass along?
  - e. 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.