



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

- i. Calling to Set up New Account
  - a. No problem. I can certainly help you with that! May I please have your first and last name?
  - b. Just one moment please while I access the system.
    - i. Access website and sign customer up for service.
- ii. Calling with Service Complaint
  - a. I am sorry to hear that, but I can certainly help you with any questions or concerns you have. May I have your first and last name?
  - b. And may I have the name of your business please?
  - c. What is the best number to reach you?
  - d. Thank you, [FirstName]. Do you have an email address that you would like to provide?
  - e. Alright, and what service issue do you have?
  - f. Okay, [FirstName]. I'm going to escalate this and have a support person contact you as soon as possible.
    - i. Send message through.
- iii. All Other Calls
  - a. No problem. I can certainly help you with any questions or concerns you have. May I please have your first and last name?
  - b. What is the best number to reach you?
  - c. Thank you, [FirstName]. What message would you like me to pass on?
  - d. Okay, [FirstName]. I will send your information along and have a support person return your call. Thank you for calling, and enjoy your day!
    - i. Send message through.