



Greeting: Hello this is [OpName]. How can I help you?

- i. Calling for a Tow
 - a. I can help you with that. I just need to take down a few details from you if that is okay. May I please have your first and last name?
 - b. Now what is a good number to reach you?
 - c. What is the location of the car?
 - d. Thanks [FirstName]. May I have the make, model, and color of the vehicle please?
 - e. And where is the car going?
 - f. Okay, [FirstName]. I will give them the message, and have someone get back to you. Thanks for calling and have a great day!
 - i. Send message through.
- ii. Calling for Roadside Assistance
 - a. I can help you with that. I just need to take down a few details from you if that is okay. May I please have your first and last name?
 - b. Now what is a good number to reach you?
 - c. What is the location of the car?
 - d. Thanks [FirstName]. May I have the make, model, and color of the vehicle please?
 - e. What service do you need?
 - f. Okay, [FirstName]. I have forwarded your information, and someone will reach out to you soon. Thanks for calling and have a great day!
 - i. Send message through.
- iii. All Other Calls
 - a. I can help you with that. I just need to take down a few details from you if that is okay. May I please have your first and last name?
 - b. Now what is a good number to reach you?
 - c. What message would you like me to pass along?
 - d. Okay, [FirstName]. I will give them the message, and have someone get back to you. Thanks for calling and have a great day!
 - i. Send message through.