



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

- i. All Calls (Including Emergencies)
 - a. I`m sorry, no one is available at the moment, but I would be happy to take down a message and have someone give you a call back shortly. May I please have your first name?
 - b. May I have the spelling of your last name?
 - c. May I have your company name?
 - d. Thank you [FirstName]. In case we get disconnected, may I please have the best number for someone to reach you?
 - e. And what is your website address?
 - f. May I ask what the call is regarding?
 - 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.