

Greeting: Thank you for calling, this is [OpName]. How may I help you today?

- i. Service Calls
 - a. Okay, is this urgent or can it wait?
 - i. Urgent
 - 1. I am sorry to hear that. There is an emergency service fee of \$125 just for us to come out. Is that okay?
 - a. Yes
 - i. Okay I just need to take down a few details from you. May I please have your first and last name?
 - ii. Thanks, and what is a good number to reach you?
 - iii. Thank you, [FirstName]. What is your street address please?
 - iv. Alright, what service do you need?
 - v. Okay, [FirstName]. I will give them the message, and a technician will be in touch with you soon.
 - 1. Reach on-call and send message through.
 - b. No
 - i. No problem! There is a \$59 service fee for us to come out. If this is okay, we can schedule you an appointment.
 - 1. Yes
 - a. Okay I just need to take down a few details from you. May I please have your first and last name?
 - b. Thanks, and what is a good number to reach you?
 - c. Thank you, [FirstName]. What is your street address please?
 - d. Alright, what service do you need?
 - e. Okay, [FirstName]. I will give them the message, and a technician will be in touch with you soon.
 - i. Access Google Calendar and schedule appointment.
 - 2. No
 - a. No worries! If you change your mind and would like service please give us a call back. Thank you for calling and have a nice day.
 - i. No message.

ii. Can Wait

1. No problem! There is a \$59 service fee for us to come out. If this is okay, we can schedule you an appointment.

a. Yes

- i. Okay I just need to take down a few details from you. May I please have your first and last name?
- ii. Thanks, and what is a good number to reach you?
- iii. Thank you, [FirstName]. What is your street address please?
- iv. Alright, what service do you need?
- v. Okay, [FirstName]. I will give them the message, and a technician will be in touch with you soon.
 1. Access Google Calendar and schedule appointment.

ii. All Other Calls

- a. Sure, 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. Thanks, and what is a good number to reach you?
- c. Alright, 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.