



Greeting: Hello, and thank you for calling [CampaignName], my name is [OpName]. Are you calling today to schedule your first free week of BootCamp Training Services?

- i. Yes (Calling to Schedule)
  - a. I would be happy to help you with that. I just have a few questions for you, if that`s alright. May I have your first name?
  - b. May I have the spelling of your last name?
  - c. And what is the best number to reach you?
  - d. What service are you looking to schedule?
  - e. Thank you, [FirstName]. Do you have an email address that you would like to provide?
  - f. Okay [FirstName], a representative will get in touch with you to schedule your free week. Thank you for calling and have a nice day
    - i. Send message through.
- ii. All Other Calls
  - a. No problem, I would be happy to help you with that. I just have a few questions for you, if that`s alright. May I have your first name?
  - b. May I have the spelling of your last name?
  - c. And what is the best number to reach you?
  - d. Thank you, [FirstName]. What message would you like me to pass on?
  - e. Okay, [FirstName]. I will send your information along and have your call returned. Thank you for calling, and enjoy your day!
    - i. Send message through.