

## SAS Call Center Script: Criminal Defense Lawyer Answering Service

---

**Operator**

Good evening, Martinelli Law Office, this is Amanda.

**Caller**

Hello, my husband was just arrested and we need an attorney.

**Operator**

Okay I can get a hold of Mr. Martinelli, let me gather some information from you first. What is your name?

**Caller**

Shelly.

**Operator**

That's S-H-E-L-L-Y?

**Caller**

Yes.

**Operator**

Okay and your last name, Shelly?

**Caller**

Peters.

**Operator**

That's P-E-T-E-R-S?

**Caller**

Yes.

**Operator**

Great and may I please get your phone number?

**Caller**

610-492-1234

**Operator**

That's 610-492-1234?

**Caller**

Yes.

**Operator**

Okay and what's your husband's name, Shelly?

**Caller**

David

**Operator**

Is David still incarcerated?

**Caller**

He's at the station and is currently being processed.

**Operator**

Do you know what the charges are?

**Caller**

DWI

**Operator**

I'm going to ask you to hold the line for a moment while I try to get a hold of Mr. Martinelli.

**Caller**

Thank you.

*(Pause)*

**Operator**

Shelly, I have Mr. Martinelli on the phone, he is going to take it from here.