

Introduction/Address Validation DIGITAL

Hello! Is this CUSTOMER? Great, this is AGENT from CAMPAIGN, and we are speaking on a recorded line.

How are you doing today? Where are you calling in from?

Awesome, lets get you started, you are looking to get new services correct?

Do you have a current provider?

Ok. To begin I'm going to look up the providers available in your area, may I have your address?

Phone Number and email? This email is accessible correct? Great, that is how we will formally communicate with you

So lets begin to build you that package! Do you mind if I ask you a few questions about your internet use to determine the best fit for your home?

go into PROSPECTS

Introduction/Address Validation HOME SECURITY

Hello! Is this CUSTOMER? Awesome, this is AGENT from Remodle Your Home and we are speaking on a recorded line.

How are you doing today, where are you calling in from?

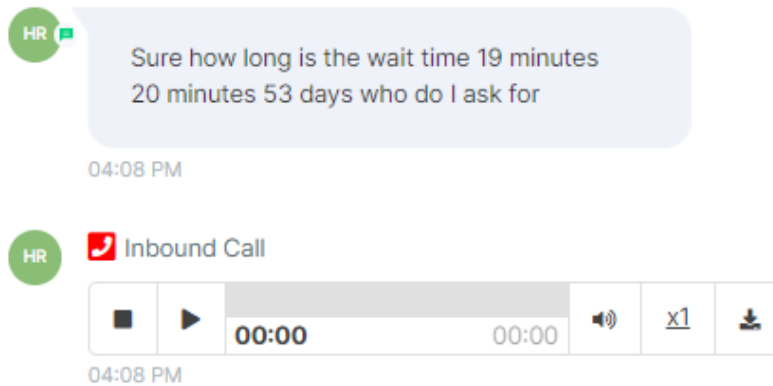
Awesome, lets get you started. You've submit a request for Home Security right? Can you tell me a little more about what you're looking for?

Move into **Core Four and Call Frame**

Canned Text Messages: DIGITAL

Customer Selects “1” (Customer will call inbound):

Situation: If the customer calls in but calls GHL SMS Message instead of the Call Center



- Hello, CUSTOMER NAME! I see you tried to call us. Would you like me to connect you with our professional agents directly?

Customer Responds Yes or No

- Great, give me just a moment, we will dial out shortly!

Customer Selects “3” (Chat with an Agent):

Situation: Customer needs to speak with a Rep first

- Hi, Customer! How are you doing today? Would you like to place your order?

Customer responds Yes or No

- YES: Great, we will connect you with an Agent and you will be receiving a call from us. Thank you!
 - **Answer with correct grammar and professionalism.**
- NO: Got it. Do you have any questions about the service you selected?

When the customer is ready to speak to an Agent

- We're excited to help you place your order! Would you mind if we called out now?

Situation: Customer wants the price

- Unfortunately, we are unable to discuss prices over text for legal reasons. Can I have our professional agents call you to answer any further questions you may have?
- It depends on the provider. Would you mind if we hopped on a call to discuss this further?

Situation: Customer asks “who are we?”

- We are The Fastest Internet, and we offer internet in your area based on your needs. We have many options to choose from such as Spectrum, Frontier, AT&T and many more. How may I assist you further?
- We are SmarterHome.AI, and we offer internet in your area based on your needs. We have many options to choose from such as Spectrum, Frontier, AT&T and many more. How may I assist you further?

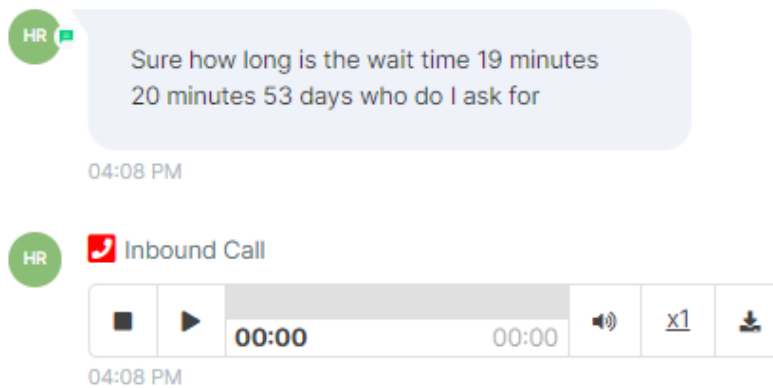
Situation: Customer wants a callback

- We can definitely schedule a callback for you. When is the best date and time to reach you, and what is your time zone?
- Perfect, I've got you set up with an appointment for DATE, TIME, TIMEZONE. We're looking forward to speaking with you. Have a great day!

Canned Text Messages: VIVINT

Customer Selects “1” (Customer will call inbound):

Situation: If the customer calls in but calls GHL SMS Message instead of the Call Center



- Hello, CUSTOMER NAME! I see you tried to call us. Would you like me to connect you with our professional agents directly?

Customer Responds Yes or No

- Great, give me just a moment, we will dial out shortly!

Customer Selects “3” (Chat with an Agent):

Situation: Customer needs to speak with a Rep first

- Hi, Customer! How are you doing today? Would you like to place an order?

Customer responds Yes or No

- YES: Great, we will connect you with an Agent and you will be receiving a call from us. Thank you!
 - **Answer with correct grammar and professionalism.**
- NO: Got it. Do you have any questions about the service?
 - Sure, we would love to assist you. Would you mind if we gave you a call? It will be easier to address your question over the phone.

When the customer is ready to speak to an Agent

- We're excited to help you place your order! Would you mind if we called out now?

Situation: Customer wants the price

- Unfortunately, we are unable to discuss prices over text for legal reasons. Can I have our professional agents call you to answer any further questions you may have?
- It depends on the system built. Would you mind if we hopped on a call to discuss this further?

Situation: Customer asks “who are we?”

- We are Remodel Your Home. We provide you with an all-in-one solution for Smart Home security and Automation! How may I assist you further?

Situation: Customer wants a callback

- We can definitely schedule a callback for you. When is the best date and time to reach you, and what is your time zone?
- Perfect, I've got you set up with an appointment for DATE, TIME, TIMEZONE. We're looking forward to speaking with you. Have a great day!