Open of call:

"Hello, this is _____ with Transit Pros.

[*Client name*] reached out to us to assist with a [*service type*] for [*customer name*].

Am I speaking with [*customer name*]?" **OR** "May I speak to [*customer name*]?"

"We just need to verify a few things really quick so we can get service out to you…"

Complete Step /VCR

Close of call:

>>> Fully Covered<<<

"I just need to reach out to a few tow drivers to see who we can get out there to you the quickest. We will follow up with you shortly with an update. If you have any questions, please feel free to reach out to us as well."

>>>Coverage limit – Roadside<<<

"[*Client name*] provided a coverage limit of [*$xxx.xx*]. If the cost of service exceeds your coverage, we will follow up to collect the overage prior to dispatch. We accept Visa and Mastercard. We will follow up with you shortly with an update. If you have any questions, please feel free to reach out to us as well."

>>>Coverage limit – Safe location<<<

"[*Client name*] provided a coverage limit of [*$xxx.xx*]. If the cost of service exceeds your coverage, we will follow up to collect the overage prior to dispatch. We accept Visa and Mastercard. Is tomorrow service an option if it saves some out of pocket expense or does this have to be moved today?"

*Acknowledge and note customer response to above and advise:

"We will follow up with you shortly with an update. If you have any questions, please feel free to reach out to us as well."