

IF THE CUSTOMER ASKS WHAT THE CALL IS ABOUT:

Agent:

"I appreciate you asking! I'm Tish from All State AC & Duct Pros, and I'm reaching out to inform homeowners in your area about our special offers on air duct and dryer vent cleaning services. Do you have a moment to discuss it?"

IF THEY DON'T HAVE ANY OF THE SYSTEMS:

Agent:

"Thanks for letting me know! If you ever have friends or family who might need these services, we'd really appreciate it if you could pass our information along. We offer great deals and free inspections when services are booked. Thanks again for your time, and have a great day!"

IF THE CUSTOMER SAYS THEY DON'T NEED IT RIGHT NOW:

Customer:

"I don't need it right now."

Agent:

"I completely understand! It's always good to be prepared, especially with winter coming up. If you change your mind or have any questions in the future, Would it be okay if I check back with you in a few months?"

IF THERE'S DEAD AIR (NO RESPONSE):

Agent (pause, then prompt):

"Hi there! This is Mia from All State AC Ducting Company. Can you hear me?"

IF THERE'S STILL NO RESPONSE:

Agent:

"If you can hear me, we're offering a special discount on our cleaning services and a free system inspection."

IF THERE'S STILL NO SOUND:

Agent (after a short pause):

I'll try to reach out again at a later time. Thanks for your time, and enjoy your day in the sunshine!"

CUSTOMER RESPONDS: 'WRONG NUMBER'

Agent:

"Oh, I see! Sorry about that. Since I have you on the line, do you happen to have air ducts in your home? We're offering special deals on cleaning services in your area right now."

IF THEY RESPOND POSITIVELY:

Agent:

"Great! We're currently offering discounted pricing on air duct and dryer vent cleaning, and you'll also get a free inspection when you book the service. Would you like to schedule an appointment?"

IF THEY SHOW INTEREST:

Agent:

"Our certified technician can be in your area tomorrow. Would a time between 10 AM and 12 PM work for you, or is there a better time?"

IF THEY RESPOND NEGATIVELY:

Customer:

"No, I'm not interested" or "I don't have those."

Agent:

"I understand! No problem at all. If you ever need air duct or vent cleaning in the future, We have great offers year-round, and we'd be happy to help. Thanks for your time, and have a great day!"

IF THE CUSTOMER REQUESTS NOT TO BE CALLED AGAIN:

Customer:

"Please don't call me again."

Agent:

"I apologize for the inconvenience. I'll make sure to remove your number from our list right away. Thanks, and have a great day!"

CUSTOMER WANTS TO THINK ABOUT IT:

Agent:

"Of course, [Name]. Take your time to think it over. We'll give you a follow-up call in a few days. Have a great day!"