

## **Intro**

*"Hey, this is [rep name] calling in reference to your Verizon account, I am calling for [customer name]. Hey [customer name] thanks for taking my call, I'm calling from the store off [Store identifier]"*

*"We are calling because we're building our call back list for the new iPhone and wanted to see if you're interested?"*

## **Responses**

### **Option 1**

Customer - **"Yes"**

Rep - ***"Awesome, I'll put you on my list and when we get more information about the new iPhone, I'll give you a call back so we can work out the details, sound good?"***

### **Option 2**

Customer - **"No"**

Rep - ***"No problem, we just wanted to make sure we didn't miss anyone that was interested. Keep in mind that there are more ways for a customer to save money on their plans than ever. You can get into a new device for very little money and with the promotions we have going on, there is almost always a way for you to upgrade your phone. Feel free to come in and see us at your convenience so you can take advantage!"***

### **Option 3**

Customer - ***"Tell me about the iPhone"***

Rep - ***"Well they haven't released a ton of information about it yet, but we want to make sure you're on the list to get a call when they do! I'll go ahead and put you down to call back once we've got the details, sound good?"***

## **Voicemail**

***"Hi, this is [rep name], calling in reference to your Verizon account. This message is for [customer name]... I'm calling for the Cellular Sales store in [city, address, landmark]. We're calling because we're building our list of interest for the new iPhone and wanted to get you on it! Give me a call back at your convenience so i get you on the list to find out more when it launches!"***