



Opt-in Script for Automatic Notifications

Use this script with callers during the soft launch period to encourage them to opt-in for automatic notices.

"I am entering a work order for you that will be routed to the appropriate department for service. Would you like to receive automatic status updates on this item so you can stay informed of the progress?"

Yes. "Great, we can send updates via email, text message, or automated calls; which would you prefer?"

"For this service request type, you can expect to receive an update within XXX business days." [refer to the prompts and scripts for the number of days]

No. "Okay, if you change your mind we can always add it later. Would you like to write down your confirmation number in case you need to call about this issue?"

Provide Caller with their request ID number
