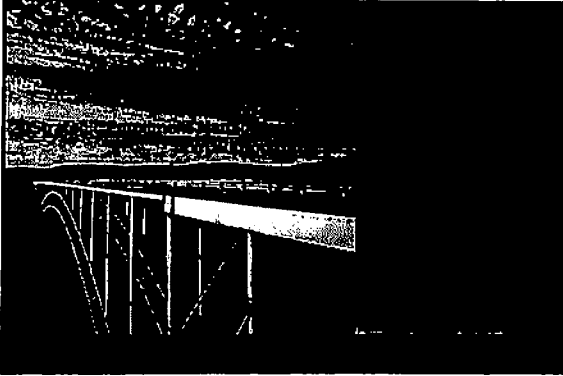


SEMIWORKS

Inbound Telephone



KEYWORDS

Inbound Call Outline

- **GREETING:** Good morning, Thank you for calling _____ College, how may I direct your call?
- <caller asks for information>
- **QUESTION:** Ok, is this information for yourself?
- **QUESTION:** And your name <or student's name> please? And your _____

KEYWORDS

Inbound Call Outline

- **QUESTION:** _____

low intensity
questions before
high intensity.

REVIEWS

Inbound Call Outline

• PROBE: "Ok then, can you tell"

WORKS

Inbound Call Outline

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After the call....

- Make notes about what went...

[Redacted]

[Redacted]

[Redacted]

WORKS

Scenario Two

A student who has been

