



- **Greeting** – Good morning, afternoon, etc.
- **Identify Department** – Thank you for calling Enrollment Services.
- **Identify self** – This is Suzy.
- **Offer Assistance** – How can I help/assist, etc.?
- **Ending the Call** – Is there anything else I can assist with today?
- **Closing** – Thank you for calling. Have a good day!

**Sample Script:** Good Morning. Thank you for calling Enrollment Services, my name is Suzy. How can I assist you today?

Thank you for calling. Have a good day!

## DSAES Telephone Protocol

Team Members are expected to answer the telephone using the protocol listed.