



Navigate Business Complexity with **Intelligence**

After-Hours Message-Taking Script

After-hours: capture the lead and set expectations for a business-hours callback.

Goals	Keep in mind
<ul style="list-style-type: none">• Capture a complete message• Collect callback details• Set expectations clearly	<ul style="list-style-type: none">• Be transparent (AI assistant)• Don't make promises• Confirm details before ending

Script

- 1. Transparent greeting**
Say: *Thanks for calling. We're currently closed - I'm Frontsail's AI assistant. I can take a message for the team.*
- 2. Reason for calling**
Ask: *What can we help you with? (One-sentence summary is perfect.)*
- 3. Urgency check**
Ask: *Is this urgent/safety-related, or can it wait until business hours?*
- 4. Contact details**
Ask: *What's your name, and the best phone number to reach you?*
- 5. Location + callback window**
Ask: *What's the address/postal code, and when is a good time to call you back?*
- 6. Confirm + close**
Say: *Thanks. I have {name}, {number}, {address}, and {headline}. We'll follow up during business hours.*

Tip: Review after-hours calls (audio + transcript) weekly to spot patterns and refine your script.