



Navigate Business Complexity with Intelligence

Short Peak-Hours Intake Script

Peak hours: capture essentials and lock the next step in under a minute.

Goals	Keep in mind
<ul style="list-style-type: none">• Get the headline fast• Confirm urgency/safety• Lock a next step	<ul style="list-style-type: none">• No long small talk• Ask one question at a time• End with the plan

Script

1. **Open**

Say: *Thanks for calling - how can I help?*

If needed: 'I'll ask a couple quick questions so we can help you faster.'

2. **Headline + urgency**

Ask: *What's the main issue? Anything urgent or unsafe right now?*

3. **Urgency + safety**

Ask: *Is anything leaking, sparking, flooding, or unsafe right now?*

4. **Location + contact**

Ask: *Address/postal code + best name/number?*

5. **Next step**

Ask: *Earliest available, or a specific day/time? (Or: best callback window?)*

6. **Confirm**

Say: **Perfect. Issue: {headline}. Location: {address}. Next: {booking/callback}.**

Tip: If you can't book immediately, capture a callback window and send a quick confirmation text.