

CALL SCRIPT

Inbound Call

This free script will help you answer every inbound call with confidence. Make sure that your call:

- *Expresses gratitude*
- *Offers a chance to introduce yourself*
- *Establishes trust and offers assistance*
- *Sells your brand with authenticity*



START WITH GRATITUDE

"Thank you for calling *(Company Name)!*"

INTRODUCE YOURSELF AND ASK FOR THE CALLER'S NAME

"This is *(Your First Name)*. Who am I speaking with?"

ASK HOW YOU CAN HELP

"What can I help you with today, *(Caller First Name)?*"

EXPLORE THE SITUATION

"Thanks for that information, *(Lead Name)*. I have a few quick questions follow-up questions."

Here are a few examples of questions you might ask:

- *What are you currently using instead of (Product or Service)?*
- *What's your timeline for making a decision?*
- *Are you looking anywhere else?"*

ASK FOR THE APPOINTMENT

"Thanks for that information. Based on what I've heard, I'd recommend that (*"we get some time on the calendar/you visit our location"*) as a next step. I've got a clear sense of (*"how we can help/the product you want"*). Plus, there are a few other (*"ideas/products"*) to run by you. Are you available later today? Or tomorrow?"

SELL YOUR BRAND

"In that appointment, you can expect (*Outline What Will Occur*). Typically, we hear from customers that (*2-5 Benefits of Buying from You*). I'm looking forward to working with you and seeing how we can achieve those kinds of results for you. Talk to you at (*Appointment Time*). Thanks again (*Lead Name*) for getting in touch!"



Improve Sales Performance with Professional Sales Coaching

For sales-focused organizations, optimizing rapid lead response and implementing active coaching can be transformative.

CallDrip exists to help your team quickly and confidently connect with prospects at the peak moment of interest. Professional sales coaching helps ensure that your team is always improving.

Every subscription to our sales coaching software includes:

- Create **custom KPIs** to measure your team's performance
- Review your **built-in Coaching Scorecard** to track and manage progress
- Conduct **self-directed coaching** with call recordings and notes
- **Send and share reports** and scorecards with individual team members and external sales resources.

Explore Sales Coaching Software today!

Looking for more personalized, hands-on sales coaching? Our professional services team provides customized sales coaching. If you're interested, a member of our team will be happy to share more information. Book your intro call here.

