

Video

Audio

Opening Title: TBD

Camera pans out to reveal phone ringing at the center of the table. Camera pans out further to reveal viscomers seated at the edge of the table—away from the phone.

Headphones in-ear, they all glance at each other shifty-eyed, impatiently awaiting for someone to answer the phone.

Struck by panic, everyone turns toward the telephone.

clock reads 2:15p

A supervisor casually sits in conference room, legs crossed, iPad in hand. Breaks the third wall

Narrator pulls up a presentation on his iPad with steps of how to handle phone calls professionally.

It reads:

- Greeting
- Introduce yourself
- How may I help you?

Title Card: Identify who you are speaking with!!!

Title Card: Place Client on hold!!!

Emile Presses the hold button, Turns around to address the VISCUM team.

PHONE RINGS.

PHONE RINGS

PHONE BEEPS.

VOICEMAIL: You have reached VISCUM. Sorry we missed your call. Please leave a message after the tone.

BROKEN RECORD

NARRATOR: Well that was awkward. Here's how that could've been avoided:

VO: Here are a few simple steps to get you started on your first phone call. First thing—greet your clients. Next Introduce yourself and then address the reason for inquiry. Now that you're ready, let's try this one more time.

ÉMILE: VISCUM Center, This is Émile, may I ask who I'm speaking with?

CLIENT #1: Hi, This is Samuel.

ÉMILE: Hi Samuel, How may I help you today?

CLIENT #1: Is Joe there?

ÉMILE: Hey, does anyone know where Joe is?

Video

ECU's of teams' eyes as they scan their laptop screens, hands typing, Wacoms. VISCOMER #1 responds

Émile turns to pick up the phone.

Struck by panic, everyone turns toward the telephone.

Title Card: Thank Client for holding!!!

Émile Grabs a pen and a sticky note.

Title Card: Take the contact information anyway!!!

Narrator Pulls up concluding presentation on iPad.

Screen Reads:

- Send an email.

Closing Graphic Card

Audio

VISCOMER #1: I Don't know. I think he's in a meeting.

PHONE RINGS

ÈMILE: Hi Samuel, Thank you for holding. Unfortunately Joe is in a meeting right now, May I take a message?

CLIENT #1: Yes. Could you please tell him that Samuel C. called from Digital Donuts?

ÈMILE: Of course. And does he have your contact?

CLIENT #1: Yes, yes he does.

ÈMILE: Okay, just in case may I take your contact?

CLIENT #1: Of course. My phone number is 818.123.6778 my email is samuel@digitaldonuts.com

NARRATOR: That was much better. Now, before we say goodbye, time for some quick #protips.

Sticky notes are so stone age. Always draft an email after hanging up the phone to send to your teammate. What's great about emails is they have a timestamp and there are no issues of who said what.

