

EKX INBOUND PHONE UP SCRIPT | **SPECIFIC VEHICLE**

Greeting	Thank you for calling _____, this is _____ - how can I help you today? (dealership name) (your first name)
Qualify	Did you happen to have a stock number? Ah yes, that's a really clean one – I know we have received a few requests and questions about it recently so let me go ahead and do this so I don't waste any of your time. Let me go ahead and triple check, dot my I's and cross my T's that it is still available. This should only take me about fifteen minutes or so -
Contact Information	Are you calling from your home phone or cell phone? And that number is? And how do I spell your last name correctly? And your first name is?
Open Funnel	Thank you – and while I am checking on the availability of the _____ (model or type of vehicle) let me jot down here – was it only this one exact vehicle you were doing research on or if I could gather ways to save you money and if we had something else really nice like it would you be open to other models like it?
Appointment	Great. You know, I just thought of something – I can get this information for you right now. Can I place you on hold for a quick moment? <10 seconds max hold> *if funnel was opened and not exclusive to just one – assume availability Thanks so much for holding – great news! I was able to verify – we do have great availability of the _____ - speaking of which – when are you more (model or type of vehicle) available? Right now or later today? I am looking at what is available – I have a ____:____ or a ____:____ - which of those works best for you?
Drive Toward Closure	Sounds great – and this number I am calling you on – you receive texts okay to it? Perfect – I will send over a text and email confirmation over with our meeting time at ____:____. Do me a favor and let me know if you think you may be running early or late.
Directions	And do you know where we are located at? Where will you be coming from? I will send over a direct link to your phone as well to pair with your navigation and look forward to seeing you soon.