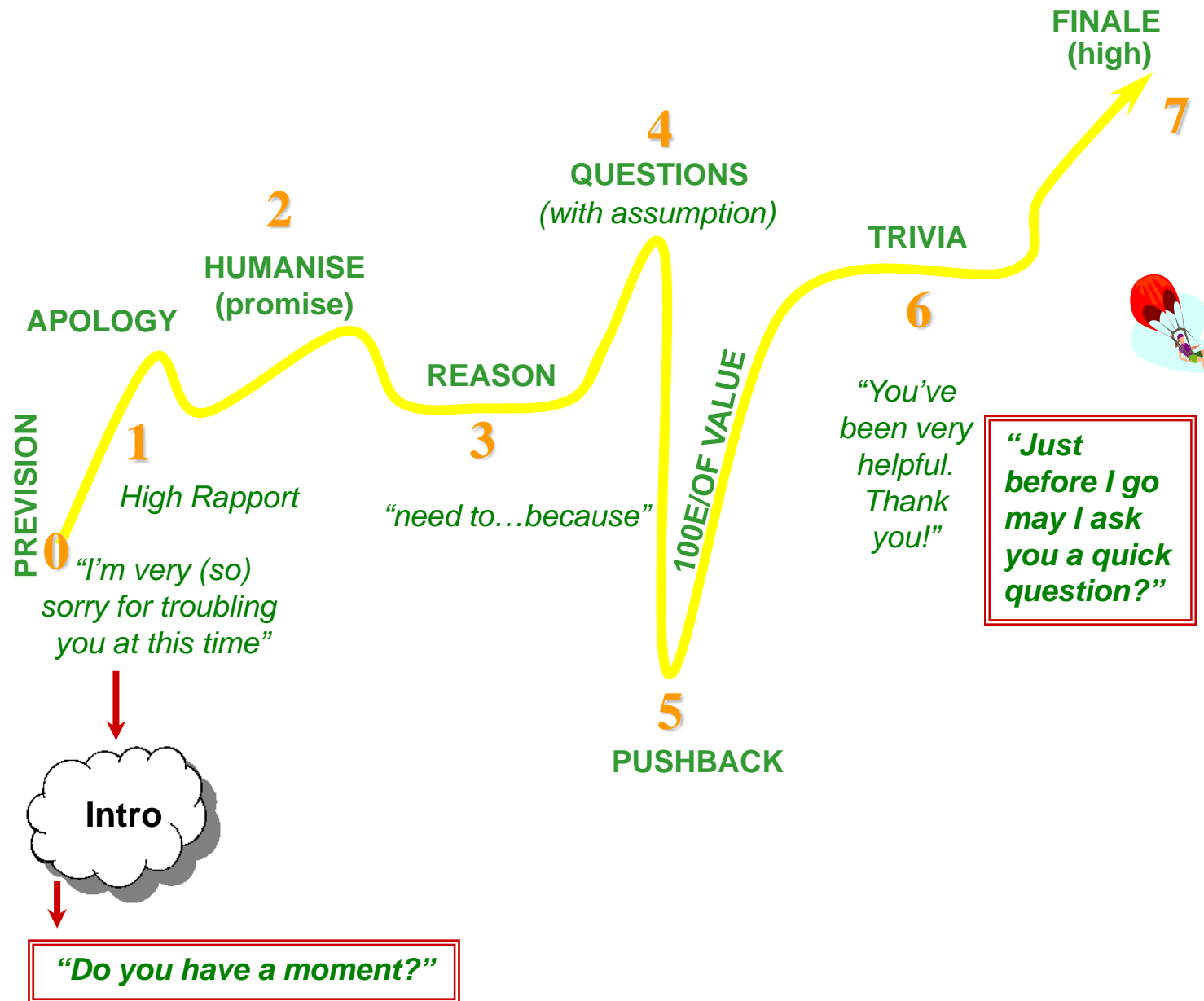


Outbound ~ Dynamic Phone Path



100E/of Value

100% Welcome

"That's exactly why I'm calling"

"Thanks for bringing that to my attention"

"I'm so pleased you said that"

E = Empathy

"If I was you, I'd be thinking/feeling exactly the same"

And...

Of Value

"If (benefit) would that be...of value/useful?"



"Just before I go may I ask you a quick question?"