

Taking Calls – Handling Calls from InjuryFone

Overview

Answering and handling InjuryFone calls in a consistent and professional manner will help boost your call conversion rate. The following is a “best practices” sample script that should be customized to the needs of your practice. Continuous review and refinement of the call script that you use will help boost conversion even further.

Sample Script

Good morning, law firm! This is John.

Where you injured in an accident?

Did hospitalization occur after this accident?

When did your accident happen?

Notes

Replace or add questions necessary for your particular law practice.

You don't need to collect the caller's phone number at the beginning of the call. Remember, the callers' phone number will be sent within the email receipt at the end of the call.

Avoid common pitfalls:

- Not saying hello right after the whisper
- Not identifying that the call has reached a law firm
- Not identifying your first name
- Not asking a yes or no screening question quickly
- Not exiting the conversation gracefully if the caller is not a match