Answering the phone is the MOST IMPORTANT process in the Agency.

**\*\*\*\*\*\*\*\*Everyone must try and answer the phone by the 2nd ring\*\*\*\*\*\*\*\***

**Main Points**: Identify the caller and find out what they need. (Can see eAgent)

**Key Phrases:** “I am so glad you called!” and “As promised.”

“Good (morning/afternoon), Thank you for calling welcome to Allstate, this is how may I help you”