

# Instructions for Coastal Master TeleCenter System

**Introduction:** The Coastal Board of Directors has prepared a 24/7 Audio Center of informational presentations available for you to have loaded to your personal TeleCenter number. One great advantage to this system is that it will be updated from time to time to keep it current. You need to do NOTHING to have your system updated, it will happen automatically. J

**Getting this system on YOUR TeleCenter number:** Dial COA Network Customer Service during normal business hours at 800-454-5930 and after identifying yourself ask for the “Master Coastal TeleCenter System” to be loaded onto your TeleCenter number.

**Customizing it to you:** The system is ‘ready, set, go’ for the most part. All of the messages have been pre-recorded and your leads can begin calling it immediately. Only one extension has been set up in a manner that requires your attention. One of the extensions (701) is set up to tell the Personal Story of the Coastal Director who ‘owns’ the system. To make this system more personal you will need to:

1. Follow the TeleCenter Instructions to login to your TeleCenter system by phone.
2. Follow the prompts to ‘Edit’ extensions
3. Choose to ‘Create an Extension’
4. Create extension 701
5. When prompted you will have up to 5 minutes to tell your story. Be very real. Why did you choose Coastal? What has it done for you?

In the event that you do NOT record your Personal Story the system will automatically play a message saying ‘A Personal Story has not yet been recorded.’

**What is this system?** The system consists of a Main Greeting and 7 Extensions designed to completely inform the interested Prospect. The system drives them to a Question and Answer Extension that allows them to leave their contact info for you.

**NOTE:** If you have an extension currently set up and that extension numbers corresponds to one of the Extension numbers below the TeleCenter System will play YOUR recording and not the default one recorded by the Coastal Board of Directors. You must DELETE your extension in order for this master one to play.

## Scripts and Explanations of each Greeting:

**Main Greeting (in case you wish to record it in your own voice, here is the script):** Thank you for calling the Coastal Vacations Audio Info Center! This Audio Info Center is designed to give you the highlights of the Coastal Vacations Opportunity. It is part of an Automated System available to EVERY Coastal Associate to help build their business! Imagine having a personal 24/7 Audio Info Center, just like this one, working for you every single day.

Within this Audio Info Center you will find several extensions with enough information to allow you to make an informed decision as to whether or not you wish to take the next step with Coastal Vacations.

We encourage you to do your due diligence in researching this amazing, one of a kind, opportunity. I encourage you to take time to go through the following brief informational presentation. Start by listening to an introduction to Coastal Vacations by pressing 201.

If you decide at any time during this presentation that you definitely want to take a more detailed look at Coastal Vacations you will want to press 101 to leave your Contact Info for a Coastal Associate to call you back.

At this time, right now, press 201 on your phone key pad for an Introduction to Coastal Vacations!

**Extension 101 – Q&A Extension for taking messages (in case you wish to record it in your own voice, here is the script):**

Purpose - Encourages caller to leave a message with complete contact info for a return call from Director.

Script -

We look forward to getting you more information about this exciting opportunity with Coastal Vacations. In order for a Coastal Director to get back in touch with you please leave your contact information by following the prompts you are about to hear. We will record your contact info one step at a time, if at any time you wish to go back to the previous step you may press the (\*) star key on your phone.

- After the tone, please leave your entire name, both first and last name, spelling out any unique names. When finished press the (#) pound key on your phone.
- After the tone leave us a couple good phone numbers to reach you at, perhaps a home number, work number, even your cell phone number. Whatever numbers you feel are the best ways to get back in touch with you. When finished press the (#) pound key on your phone.
- After the tone tell us what Time Zone you are in and the Best time for us to reach you. When finished press the (#) pound key on your phone.
- If you would like information by e-mail as well, after the tone please leave your e-mail address; please repeat your e-mail address twice for our accuracy. Of course, your e-mail address will ONLY be used by a Coastal Director to communicate personally with you and will never be sold to others. You may also say 'No E-mail at this time' if you prefer not to leave an e-mail address. When finished press the (#) pound key on your phone.
- Based on what you have heard about Coastal Vacations so far we would like to know what your current Level of interest is. On a scale of 1 – 10, one meaning you are simply curious and 10 meaning you are ready to get started right NOW, please tell us what YOUR Level of interest is after the tone. When finished press the (#) pound key on your phone.
- Thank you for taking time to provide us your personal contact info, we look forward to getting back in touch with you! A Coastal Director will call you back to finalize your Introductory Tour of Coastal Vacations and get you a complimentary vacation just for taking a look at this opportunity! If you have any additional message you would like to leave for the Coastal Associate whom you have called you may do so after the tone. If not, simply press the (#) pound key after the tone to complete this request for more information. Thank you and Have a Great Day!

<b>Extension 201 – Greeting Only Extension:</b>	Intro to Coastal
<b>Extension 301 – Greeting Only Extension:</b>	Product Overview
<b>Extension 401 – Greeting Only Extension:</b>	Opportunity & Comp Plan Explanation
<b>Extension 501 – Greeting Only Extension:</b>	Testimonial, close with mention of 212 #
<b>Extension 601 – Greeting Only Extension:</b>	Getting Started - tells caller what to do now
<b>Extension 701 – Greeting Only Extension:</b>	My Personal Story <b>(This is the Extension that you need to personally record in order for the system to be most effective!)</b>