

# ENROLLMENT LOBBY CHAT SCRIPTS

## Welcome Message

Good morning! Please post your questions here in the chat so we can serve you faster and easier! This also helps us get you to the right support team for expedited service. ; )

## Ready to Enroll Invitation

If you are ready to join us, post “I’m all in!” here in the chat so we can claim your space and celebrate you saying yes to you!!!

## Request for Questions (to be used when the lobby is busy)

HI FOLKS! KEEP YOUR QUESTIONS COMING HERE IN THE CHAT BOX AND PLEASE RAISE YOUR HAND IF YOU’D LIKE TO BE UNMUTED.

## Welcome Celebration Difficulties

Quick question – is anyone here because they joined the program and they don’t see the button to enter the Welcome Celebration on their dashboard? If so, please enter the word LUNCH and we will have our team direct message you to confirm your status and get you access to the Welcome Celebration.

## Welcome Celebration Follow Up

Everyone that posted “LUNCH” in the chat, please check your DM from me here in this [Zoom] chat for the link for direct access.

\*Note on Welcome Celebration difficulties: if attendees enroll in the HTO with a different email than the one they used to purchase their event ticket, they will not see the Welcome Celebration button on their dashboard. Typical procedure for fixing in either the Enrollment Lobby and/or Help Desk is:

1. A team member assigned to chat in the Enrollment Lobby or Help Desk sends the “Welcome Celebration Difficulties” message above.
2. Attendee confirms they do not see the Welcome Celebration button.
3. The same team member private messages anyone who has confirmed they do not have the button and requests the last four digits of the card the attendee used to purchase.
4. Attendee relays the last four digits of the card.
5. The team member looks up (or pretends to if they do not have access) the card number and then sends the direct link to the Welcome Celebration to the attendee.
6. Team member posts the “Welcome Celebration Follow Up” chat message publicly.

Remember, the Welcome Celebration is only for those who have purchased the HTO, not for those who are still considering whether they should join, which is why we check the status of those having difficulty getting in. However, if someone does happen to get in who hasn’t really purchased, it’s ok: it will just act as more social proof for why your HTO is amazing!

