**High Call Volume Script**

**Agent Warren:** *Thank you for calling GFORCE Support. How can I assist you today?*

**Customer Ian:** *Oh, hi there! So, I’ve been having this issue for a while now. It started last week when I was trying to log in, and I noticed that my screen was a little slower than usual. I thought it was my internet, so I checked my router, restarted my computer, then called my internet provider, but they said everything was fine. Then, I tried logging in again, and it worked for a bit, but then something weird happened…*

**Agent Warren:** *I understand, Mr. Dave! Just to clarify—your main concern is that you're unable to log in, correct?*

**Customer Ian:** *Yes! Well, sometimes I can, but then—*

**Agent Warren:** *(Politely interjecting)* *Got it! To save you time, let’s get straight to a solution. Let me quickly check your account. May I have your registered email address, please?*

**Agent Warren:** *I truly appreciate your patience. Just so you're aware, we’re currently experiencing a high call volume, and I want to make sure I get this resolved for you as quickly as possible. I’ll need a moment to check your account—would you mind holding for a brief moment while I do that?*

*(Agent checks account details while keeping the conversation efficient.)*

**Agent Warren:** *Thank you for holding, Mr. Dave. I can see that your account just needs a quick reset. I’ll send a reset link to your email now—once you receive it, please follow the steps, and you should be all set!*

**Customer Ian:** *Oh! That was simple. I appreciate it!*

**Agent Warren:** *Absolutely! If you run into any issues, feel free to call us back. Thank you for reaching out to GFORCE. Have a great day!*