**High Call Volume Script**

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

**Customer:** *Hi, good morning. I have a concern about my account because I tried to log in to my account, but I can't. So, I restart my internet, but it's still the same; even if I refresh it many times, I still can't log in.*

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

**Customer:** *Yes! Well, sometimes I can, but then it will not process again.*

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

**Agent:** *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?*

***Customer****: Yes, I’ll wait*

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

**Agent:** *Thank you for holding sir. 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:** *Oh! That was simple. I appreciate it!*

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