

## CALL CENTER MOCK CALLS SCRIPT SAMPLE - CUSTOMER SERVICE

**Situation:** A customer is calling about her account balance.

**Customer's Profile:** Female, Age is 25-30yrs old, calm.

**Goal:** Answer customers inquiry in a timely manner.

**Agent:** It's a good day today at Bank of Wealth, my name is Heather, How can I help you?

**Customer:** I would like to know my remaining money in my account.

**Agent:** I'll be glad to help you. May I please get your Bank Account number and the Name on the Account?

**Customer:** Sure, it's Tracy Q. Randall, account number is 805-7845-3895-061

**Agent:** Thank you, let me just check on it. Ok, can you please, verify the last four numbers of your social security ID?

**Customer:** It is \*\*\*\*.

**Agent:** You still have 84 thousand and 65 cents. Is there anything else that I could assist you with?

**Customer:** Yes, If I transfer it to my bank account in Lloyds of London, how long will it take?

**Agent:** If we do the transaction over the phone or online, our team will still contact you for verification prior sending your money to a different bank. The whole process usually just takes 2-3 days.

**Customer:** Oh, I see, never mind, I'll just do it after the holidays. Thanks for your help, Heather!

**Agent:** You are very much welcome, Ms. Randall! You have a great day and Thank you for calling Bank of Wealth. Good Bye!

## CALL CENTER MOCK CALLS SCRIPT SAMPLE - SALES

**Situation:** A customer is calling in to order a Pizza.

**Customer's Profile:** Male, Age is 45 yrs old, in a hurry

**Goal:** Place the order and offer the customer to upgrade their orders.

**Agent:** This is Mike of Pizza Loco, what is your name and what would you like to order?!

**Customer:** This is John Perez, I want One Family size of Pepperoni and 2 Regular Supreme.

**Agent:** Thank you, so, that is One Pepperoni Family size, and Two Regular Supreme Pizza's. Is that right?

**Customer:** Yep, deliver it at 745 Farmers Road, Modesto, California...

**Agent:** Got it, would you like to add extra mozzarella cheese on top, that's just 5 bucks each.

**Customer:** Sure, I'll just pay it in cash once it's delivered.

**Agent:** Alright, it's gonna be right in front of your door, within 30mins. Thanks for calling, Pizza Loco! Have a great night!

## CALL CENTER CONVERSATION SCRIPT 2a

Agent: Thank you for calling ABC Company. My name is Ashley. How may I help you today?

Customer: I am calling because I received a wrong bill. I just paid my phone bill two days ago and my payment is not reflected in the bill.

Agent: Sorry for the inconvenience madam. May I have your Account Number, please.

Customer: 5340036548

Agent: For verification purposes mam, Can I get your name and birthdate?, please.

Customer: 5340036548

Agent: For verification purposes mam, Can I get your name and birthdate?

Customer: Maegan Simpson, July 23, 1974 and the account is under my name.

Agent: Thank you for that information mam. Per our system's data, you did pay your last bill last Aug. 12 which was two days ago in one of our affiliated payment centers and you currently have 0 balance. However, the bill that you received was generated a week before you made the payment that's why your latest payment had not been reflected. You can simply disregard the amount indicated in the bill and continue enjoying our services.

Customer: Thank you.

Agent: Delays in the bill is usually caused by delays in our courier services. For a more up dated bill of your account, you can visit our website and log in to your account. This bill is more updated.

Customer: Ok I will.

Agent: Will there be anything else that you need madam?

Customer: No thanks.

Agent: Thank you for calling. We are glad to assist you.

Customer: Ok bye.

## Sample Call Center Script: Technical Support Hotline

**Emily**

Good afternoon. TBH Network Solutions.

**Fred**

Yeah, hi. My system is down and I need to speak with a technician.

**Emily**

Oh, okay. Let me gather some information and see if we can help. What is your first name?

**Fred**

Fred.

**Emily**

And your last name; would you spell it for me please? Fred Sure. It's C-H-A-M-B-E-R-S, Chambers.

**Emily**

Okay. And your company name?

**Fred**

I'm with GoldStar Environmental.

**Emily**

GoldStar Environmental?

**Fred**

Yes ma'am.

**Emily**

Okay. And your callback number?

**Fred**

610-265-1715.

**Emily**

That's 610-265-1715?

**Fred**

Yes.

**Emily**

Okay. And what seems to be the problem today?

**Fred**

My agents aren't able to make or receive any telephone calls.

**Emily**

Okay and what type of system do you have. Fred I have AmStar700, I think. Emily Okay. Are you able to log on to the system?

**Fred**

No, actually, I can't even get an Internet connection.

**Emily**

Okay. According to my records, the AmStar700 is a voiceover Internet protocol phone. It appears that because your Internet isn't working, your phones are not working as well. Do you know who your Internet provider is?

**Fred**

I have Verizon.

**Emily**

Okay. Mr. Chambers, I'm going to get a hold of Randy, and have him return your call. Is the 610-265-1715 a good number to reach you at right now?

**Fred**

Yeah that's my cell. That is working.

**Emily**

Okay, great. In the meantime, see if you can reach out to Verizon and let them know your issue. And Randy should be calling you back shortly.

**Fred**

Thank you very much for your help.

**Emily**

You're welcome. Thank you. Goodbye. Fred Take care. Goodbye.

## **A SALES CALL**

**Agent:** am I speaking with Mr. Rohan Sharma.

**Customer:** yes or no.

Then we have to ask may I know whom I am speaking with?

**Agent:** good morning sir! I am Anusha calling from Reliance Infocomm. Our company has launched a very attractive calling card. Can I just take 5 minutes of your precious time to explain it to you?

**Customer:** ok. Go ahead.

**Agent:** Thanks you sir, As I was telling you about the calling card which comes with free reliance to reliance calling 24 hrs. And other local calls cost you just 45 paise per minute. All STD calls are fixed at rs 1 per minute. And all this come s for just rs 250 a month. This is not all sir. We have a scheme running if you buy the card today itself then yuou would be getting an add on card absolutely free.

**Customer:** are you sure all local calls are for 45 paisa only?

**Agent:** yes Sir I m 100% sure.

**Customer:** But I already have two connections. What is the use of third one.

**Agent:** sir, now a days people keep 4-5 Sims and according to there usage and benefits they keep on switching to other Sims. And this sim is also very cheap and call rates are very less. You are getting the best deal sir.

**Customer:** ok. What do I have to do?

**Agent:** sir you just have to give a copy of ration card or your driving license. Or pan card. And two photos of yours.

**Customer:** ok I have all these things ready.

**Agent:** Thank you sir. Our agent will come to your place tomorrow and collect all the documents from and deliver the sim to you. May I know the convenient time when you would be Available?

**Customer:** Ok, send your executive at 11 am tomorrow.

**Agent:** Ok, sir. Thank you very much. Have a nice day.

**Customer:** You're welcome. You too have a nice day. Bye.

**Agent:** bye.

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