120+ Ready-to-Use Live Chat Scripts for Both Sales and Customer Service

There's no two ways about it: good customer service is hard work. It can be hard to strike a balance between helpfulness and efficiency when you have so many customers to assist.

But improving chat services doesn't have to be difficult. Like how creating a great soup starts with a homemade stock, you need a quality base to deliver the kind of customer service that has people coming back for more.

Luckily for you, we've created 120+ ready-to-use scripts for 8 most common live chat scenarios, all from scratch. Training your live chat team to use the scripts will help you provide consistent and professional services in an efficient manner.

Greetings

How you say hello makes a world of difference. Starting on the right foot with a customer sets the stage for a positive chat, but a curt or unenthused greeting can put a client on edge. We all know the power of a great first impression, so use the scripts below to treat each new chat greeting like a real-life introduction.

General greeting

> Hello! Welcome to ***businesses name***, and thank you for visiting our site. How can we help you today?

> Hello, and thank you for using ***businesses name***'s live chat service. Is there something in particular we can help you with?

> Good morning/afternoon/evening, and thank you for contacting our chat line. How are you doing today? May I ask why you contacted our chat service today?

> Good afternoon! How may we assist you today?

Greeting for repeat visitors

> Hello, and welcome back to ***business name***'s site. Were you having more problems with ***previous issue***?

> Hello again ***name***! Welcome back to our site. What can we do for you today?

> Welcome back ***name***! It's great to see you again. Did you want to pick up where you left off?

Explanation that chat may be monitored or recorded

> I wanted to mention that this chat may be recorded for quality assurance.

> We want to let you know that this chat may be recorded and used for training purposes.

> I wanted to let you know that this chat will be recorded for quality assurance purposes and for further follow-up if needed.

Apologizing/Unable to Meet Request

It can be hard to say no—after all, your job is to help a customer and to be as positive as you possibly can, right? Unfortunately, there are times when a customer's request is not in line with what your company's vision.

If trying to figure out the right words to deny a customer's request has you scratching your head, here's a little known secret: don't use the word "no." It may sound tricky, but we've provided you with quality alternatives to soften the blow.

Apologizing for issue

> We understand how you feel, we're very sorry. We're going to take care of this for you right now.

> We're deeply sorry about ***Issue***. Let me speak with my supervisor to see how we can correct this for you.

Unable to meet request

> We apologize, but at this time we're unable to meet that request.

> We're very sorry, but fulfilling that request isn't possible at this time. Let me check and see what I can do for you.

> We apologize, but we do not currently offer shipping to that region.

> We're very sorry, but our current setup does not allow us to ship overseas at this time.

We apologize for the inconvenience, but our shipping options are limited at this time.

We apologize, but fulfilling that request wouldn't be fair to our other customers.

Offering to provide solution

May I suggest ***solution*** as an alternative?

To best meet your needs, I would recommend the following...

I feel that the best way to solve your issue would be ***solution***

Providing additional contact information

I understand how you feel—would you like to speak with a supervisor who would be able to better meet your needs?

I would need to get approval from my manager for that request...may I transfer you to their line?

Would you like me to refer you to my supervisor?

I may need to check with my manager to accommodate that request.

If you would prefer, you may contact our phone support line at ***number***

Our customer service phone number is ***number***

If you'd rather speak with an agent directly, you can reach us at ***number***

You may need to visit one of our in-store locations to accommodate that request. Would you like us to find the nearest location to you?

We're sorry, but an issue like that can only be handled at one of our locations. The nearest store to you is ***location***

Transfer

Things can get messy when you don't have the information a customer needs on hand. Getting a customer to the right representative is crucial, but so is getting them there without any hiccups. Use the following transitions to smoothly deliver a customer to the appropriate team member.

Suggesting transfer

> I'm sorry for the confusion, but this department doesn't have information on that topic. Would it be alright if I transferred you to the correct department?

> I apologize for the miscommunication, but this department isn't equipped to handle that kind of inquiry. Would it be alright if I transferred you to the correct department?

> Based on the information you've provided, I believe ***agent name*** will be able to best meet your needs. Is it okay with you if I transfer you to ***agent name***?

> Unfortunately, I'm afraid I don't have the ability to accommodate your request. However, ***agent name*** specializes in this type of situation and would be happy to speak with you. Is it okay with you if I transfer you to ***agent name***?

Transferring

> Please hold on for one moment while I transfer you.

> I'm transferring you right now; we'll be back with you in just a moment!

> ***Agent name*** is available to speak with you; may I put you on hold for a moment while they review your information?

> I'm very sorry, but I'll need to transfer you to another agent to get your problem resolved. Will you hold for a moment while I contact ***agent name***?

> I apologize, but ***agent name*** is the one who will be able to best handle your issue. Please hold for a moment while I contact their line.

Customer requesting to speak with another agent

> Yes, ***agent name*** is available if you would prefer to speak with them.

> Of course, I can transfer you to ***agent name*** if you would prefer.

> I'm sorry, but ***agent name*** is currently unavailable. Would you like to leave them a message?

Putting Customer on Hold

Nobody likes being on hold, period. But as a customer support agent, you know that there are times when this is unavoidable, and putting someone on hold is crucial to delivering a quality solution. Handle your customer with grace and reassure them that they won't be abandoned, and you'll earn quite a few points in their book.

In the middle of chatting

> Is it okay for me to put you on hold for just a moment?

> It may take us a moment to review that information—may we put you on hold?

> If you're comfortable holding for just a moment, we'll review your information and have an answer for you very shortly.

In the queue

> We apologize, but all of our agents are currently assisting other customers. Please hold for the next available agent.

> We're sorry, but all of our agents are on the line with other customers at the moment. If you can hold for a couple minutes, we'll contact you as soon as we're able.

> There are currently ***estimate*** customers ahead of you in line. Please hold for the next available agent.

> We expect that an agent will be available to help you shortly, there are currently ***estimate*** customers in line.

> An agent should be free to assist you very shortly. (your place in the queue: ***estimate***)

Thanks for waiting

> Thank you very much for holding, and sorry about that wait!

> Thanks for holding! We do apologize about that wait, but we're ready to assist you.

> We thank you for holding and apologize about the wait.

Asking for Additional Information

Collecting information is crucial to getting your work done and optimizing sales. But for an anxious customer, it could conjure up visions of an unethical agent running up their credit card on a faraway tropical island.

The key to asking for personal information is to establish trust. Handle your information requests seamlessly with the following scripts, and customers will know they're in good hands.

Asking for general information

> If it's okay with you, we'll need to collect a little bit of additional information before we proceed.

> To meet your needs, we'll need to verify some of your information.

> May I ask for some more information before we continue?

Asking for credit card/billing information

> To process your order, I'll need your full 16-digit credit card number, expiration date, and security code.

May have your current billing address?

To place your order, I'll need either a credit or debit card.

Asking for verification of address/location

Before we proceed, may I ask you to verify your current home address?

And what is the listed zip code of your current account?

Asking for account number/date of birth/last four of SSN

May I have your account number listed on your bill?

If you give me your account number I can begin looking up your information.

If you would verify your date of birth for me, we can begin looking up your account information.

I'll need either your date of birth or the last four digits of your social security number to proceed.

Requesting Screen Sharing

Sometimes requesting a screen share is the best way to assist a customer. Unfortunately, it's similar to stepping inside someone's living room—a customer's computer is a private space that may not be ready for visitors. But like a plumber or electrician, you need access a client's personal space in order to fix his problem. Be patient with customers, and use the following scripts to earn their trust.

We may need to use screen sharing to diagnose your issue. Is it okay for us to remotely access your computer?

We're having a little trouble diagnosing your issue based on the information provided—is it okay for us to remotely access your computer to figure out what's going on?

> We aren't able to solve this issue without some more information. It would be a great help to us if we could remotely access your computer. Is that okay?

Proactive Sales Chat

Reaching out to a customer proactively is a waste if you don't have the right words. Like a sales associate in a department store, you want to strike a balance between helpfulness and respect. Whether you're offering general assistance or pointing them in the direction of specific sales, you want to bring the most value to the forefront of your service. Try out the following lines when aiding visitors down the road to loyal customers.

Reviewing options

> I understand; so many options can be confusing. May I provide assistance in helping you decide?

> We know that making a choice here can be difficult. We can review your options again if you'd like!

> If you'd like to wait, we can save your information for you and give you some time to think about it.

> Excellent choice! We're positive that you'll be satisfied.

> Very good choice. We're confident that you'll be happy with that option.

Recognizing when customer needs help

> It looks like you're visiting quite a few pages without making a purchase! Can we help you find anything?

> It's been a while since you've contacted us! Feel free to let us know if you need any help during your order.

> It's been a while since you've last checked your shopping cart—are you ready to check-out, or can we help you browse our selection?

Unresponsive customer

Hello! It looks like you've been inactive for a while. Can we help you find anything?

You've haven't moved for a while—lost in thought? Or do you need help locating something?

Hey there! It seems like you've been inactive for a few minutes. Did you need help navigating our site?

It appears that you've been inactive for a few minutes now. Please feel free to use our live chat service if you have any questions.

Advertising sales

Hello! Before you begin shopping, we wanted to let you know that ***promotion*** is currently going on through the end of the month.

Hello! Right now we're offering a discount on ***promotion*** if you're interested in taking advantage of that deal.

Before you check-out, you should know that we're currently offering ***promotion***. Would you like to take advantage of this limited-time offer?

Hey, we just wanted to let you know that ***promotion*** is on sale right now, if you felt like saving a few dollars today.

We do apologize, but the time limit on that promotion has expired. The deals we're currently offering include ***promotion***.

We're sorry, but that deal is no longer available. If you'd like, I can list the other specials we currently have going on right now.

Recommending items frequently purchased together

It looks like you're purchasing ***product***! Could we interest you in ***product*** as well? They complement each other nicely.

Since you're purchasing ***product***, we'd recommend ***product*** as well. Customers in the past have found that purchasing these items together made their lives easier.

Warning that components of items purchased together may be incompatible

Uh-oh! It looks like you're purchasing ***product*** with an incompatible ***accessory***. These products will not be able to be used together. Would you still like to proceed?

It looks like you're trying to purchase ***product*** with ***accessory***. These items are not compatible; would you like to return to the store to see if we have a compatible ***accessory*** in stock?

As ***product*** isn't compatible with ***accessory***, may we suggest this ***product*** as an alternative?

Purchasing/Shipping Options

Are you done shopping? The current total of the items in your cart is ***total***.

As of right now, your current balance is ***total***.

Good news! Since your order is over ***price***, you qualify for free shipping on all standard ground deliveries.

Good news! Your order is over ***price***, meaning that you qualify for our special ***discount*** off of your order.

We offer several options for shipping, including USPS, FedEx, and overnight mail.

If you'd like to hear all of your shipping options, we can list them for you.

Based on our estimation, you can expect to receive your order on ***estimate***

While we can't offer an exact date, we expect your order to arrive on ***estimate***

While we can't offer an exact date, we expect your order to arrive on ***estimate***

Our shipped items usually take ***estimate*** to be received.

Goodbye

Similarly to how you say hello, how you say goodbye is incredibly important. Fantastic service can be completely upended if a customer walks away with a negative last impression. You want your customer to log off not only satisfied with their service, but with the politeness of the agent they worked with. Wind down the conversation with these choice scripts.

Thanking customers

Thank you for using our live chat service, and we hope to hear from you again! Goodbye!

Thanks for using our 24-hour help line, and please feel free to contact us again if you have any more problems. Goodbye!

Thank you for using our live chat service. I am now closing this chat. If you have any more issues, please don't hesitate to let us know. Have a great day!

Thank you for visiting! We hope to see you again!

Thanks for stopping by, we hope to hear from you again!

We appreciate your service and hope to hear from you soon!

Customers being unresponsive

It's been a while since your last response. Please respond within the next few minutes or this chat will be ended.

Hello ***name***, are you still there?

Hello, it seems that you are away. I will have to close the chat for now. If you still need my help, you can request a chat again. Thanks for stopping by.

Providing email address/contact info for further inquiries

If you have any further issues and would like to contact us directly, you can reach us at ***email address***

If any more problems come up and you can't access our chat line, please feel free to email us at ***email address*** or call our customer service line at ***phone number***.

If you'd prefer, you can reach our customer service through ***Facebook/Twitter/Social media*** or via SMS text message at ***phone number***.

About Comm100

Comm100 is the global provider of live chat, email marketing and help desk software. With "100% communication, 100% success" as our motto, we are committed to making customer communication simple and effective for you.

Comm100 Live Chat is an enterprise-grade live support solution that enables businesses or organizations to engage their website visitors in real time so as to improve conversions, sales and customer satisfaction. Our clients include Farmer's Insurance, Sears, Stanford University, Whirlpool, and many more.

More Resources

To find more resources about the live chat industry and more tips o n improving customer service, you can:

• Visit Comm100 official blog

• Follow us on

Contact Us

TEL | (778) 785-0464
FAX | (888) 837-2011
E-Mail | support@comm100.com
Web | www.comm100.com

Suite 238 – 1027 Davie Street Vancouver, British Columbia V6E 4L2 Canada