

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.

Inbound Call Center Sample Script

G Thomas



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A Practical Guide to Soft Skills Richard Almonte, 2021-12-27 This accessible text looks at the range of soft skills sought after by employers and provides a practical guide to developing and effectively demonstrating these skills Soft skills including communication customer service teamwork problem solving and personal management represent a major component of any worker's professional identity This book analyzes major soft skills including both inward facing soft skills how workers manage themselves to effectively perform their work and outward facing skills how workers effectively interact with others and in groups It explores how these skills are rooted in fundamental areas of liberal arts including interpersonal communication psychology and ethics It provides an active learning pedagogy including creative exercises and case studies through which students can assess their understanding of underlying concepts and their application in real world situations The book can be used as a supplement for communication business and career oriented courses and it will be of interest to individual students and junior professionals as well as career counselors postsecondary instructors across the curriculum and professionals in human resources and learning and development

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Chaturvedi, 2006-03-30 About the Book Customer Relationship Management CRM was born in the 1990s in the West In the initial phases the over enthusiastic businesses invested almost US 400 billion But the very same businesses were disheartened very soon primarily because there were no visible And there were no quick results mainly because 80 per cent of the investments were made in technology CRM meant technology to them then CRM means technology to them even today However no business need bother so long as it is ready to go by the human aspect of CRM and take technology only as a facilitator This book is an attempt to present this human side of CRM The authors belief is that in the long term CRM can be successful only due to its human face The book is arranged in three Parts Part I Customer Relationship Management contains the academic inputs titled as Customer is King Customer Managed Relationships MINI Marketing Types of CRM Building Blocks of CRM CRM Strategies Customer Relationship Management by Indian Firms Customer Retention Strategies HRM in CRM and Implementing a Technology based CRM Solution Part II Call Centre Management covers the areas concerning the working of a call centre titled as The Call Centre Call Centre Functionality Team Building Customer Relationship Management Web based Customer Support and Contact Centre Glossary Part III Cases gives a first hand idea of the working of CRM in the more peculiar contexts like public sector undertakings through five well documented cases Contents Part I

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