

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!

Inbound Call Center Sample Script

Gupta



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It Enabled Practices And Emerging Management Paradigms Gupta,2008-08 Papers presented at the Third National IT Conference

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