

Sample Call Center Script: Security System Installation / Monitoring

Emily

Good afternoon. Mountain Security Services.

Brad

Hi. I'm calling to get an estimate on having a system installed in my house.

Emily

Let me get your information and I'll have a security specialist give you a call and discuss your needs. First, could I have your name sir?

Brad

It's Brad Fagen.

Emily

Could you spell the last name please?

Brad

F-A-G-E-N.

Emily

And a number where you can be reached Brad?

Brad

610-265-1715.

Emily

And could I get the address of where you would like the security system installed?

Brad

Sure. It's 800 North Henderson Road in King of Prussia.

Emily

That's Henderson, H-E-N-D-E-R-S-O-N?

Brad

Yes.

Emily

And could you spell the name of the city please?

Brad

Sure. It's King, K-I-N-G, of Prussia, P-R-U-S-S-I-A.

Emily

And your zip code.

Brad

19406.

Emily

Thank you, Mr. Fagen. A security specialist will be calling you momentarily. Is there anything else that I can do for you today?

Brad

No. I appreciate your help. Thank you.

Emily

Okay. Thank you. Have a great day.

Brad
You, too. Goodbye.

For more information on **Specialty Answering Service**, including
additional sample scripts, visit us at:

www.specialtyanswering-service.net