

Sample Call Center Script: HVAC Company

Emily

Able Heating and Cooling. May I help you?

Joe

Yeah, I'm calling because my air conditioner's not working.

Emily

Oh, I'm sorry to hear that. Would you like me to get a hold of the technician to come out this evening?

Joe

Yes, if that's possible.

Emily

Okay. Steve is on-call this tonight. Let me get your information and I'll have him get right back to you.

Joe

How long will it take to get him?

Emily

As soon as I get your information, I will pass it on to him and have him call you right back. Could I have your name sir?

Joe

Surely. Joe Franco.

Emily

Could you spell the last name please?

Joe
F-R-A-N-C-O.

Emily
Okay, and what is your address?

Joe
800 North Henderson Road

Emily
That's 800 North Henderson Road?

Joe
Yes.

Emily
And what city is that in?

Joe
Bridgeport.

Emily
Bridgeport, okay. And are you a customer of Able Heating?

Joe
Yes, that's why I'm calling.

Emily
I understand. And lastly, Mr. Franco, what is a good number where Steve can reach you?

Joe

610-265-1714.

Emily

That's 610-265-1714?

Joe

Yes.

Emily

Okay. Let me get a hold of him right now and see if we can't get you nice and cool again.

Joe

I hope so.

Emily

Thank you for calling and he should be calling you back shortly.

Joe

Thank you.

Emily

Goodbye.

Joe

Bye.

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