

Sample Call Center Script: University

Phillip

Hi this is Phillip at Clinedale University. What can I do for you today?

Bryan

Hi. My name's Bryan. I'm calling to ask a couple questions about your online courses.

Phillip

Sure, no problem Bryan. What did you need to know?

Bryan

I'm currently working at an auto shop, part-time, and was wondering whether or not the online classes would be flexible around my work schedule?

Phillip

They are indeed. The only classes that we offer are centered around you and your schedule. Whenever you find the time to settle down and check out the class is completely up to you.

Bryan

Oh, cool. Is there a lot of homework due for the classes?

Phillip

The way that the online classes at Clinedale University usually operate are with a homework assignment due every week, or so. Sometimes a paper, other times a Powerpoint presentation. It really depends on the course and also the instructor.

Bryan

Great. Is there any way I can get started right away? Or does it go by certain semesters?

Phillip

Sure. Bill Pouch is in charge of the over-the-phone application process. If you could just give me your name and phone number, I can patch you right through to him.

Bryan

Sure. It's Bryan, with a Y, that's B-R-Y-A-N, Charter, C-H-A-R-T-E-R.

Phillip

Okay. And I have Bryan, B-R-Y-A-N, Charter, C-H-A-R-T-E-R.

Bryan

Yes.

Phillip

And I will also need your phone number Bryan.

Bryan

It's 610-265-1715.

Phillip

Okay I have 610-265-1715.

Bryan

Yes.

Phillip

Alright. You are good to go. If I could put you on hold for just a moment, I'll get Bill on the other line and transfer you right to him. Is that okay?

Bryan

Perfect. Thank you.

Phillip
Sure. Thank you.

Bryan
Goodbye.

Phillip
Goodbye.

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