

Sample Call Center Script: Utility Company

Emily

Good afternoon, GLC Gas and Electric. How can I help you?

Frank

Yeah I'm a customer of GLC and I have no electric in my home.

Emily

Oh, okay. I'm sorry to hear that. Let me gather some information and I can dispatch service to your area.

Frank

Okay what do you need from me?

Emily

First can I have your name?

Frank

Sure. It's Frank Johnson, J-O-H-N-S-O-N.

Emily

Okay. I have Frank Johnson, J-O-H-N-S-O-N.

Frank

Yes.

Emily

Okay and what is your address, Mr. Johnson?

Frank

I'm at 800 North Henderson Road. That's in King of Prussia, 19406.

Emily

Okay. I have 800 North Henderson, H-E-N-D-R-S-O-N, King of Prussia.

Frank

H-E-N-D-E-R-S-O-N, yes.

Emily

Oh I'm sorry, H-E-N-D-E-R-S-O-N, thank you, King of Prussia, 19406.

Frank

Correct.

Emily

Okay. And a phone number where you can be reached?

Frank

It's 610-265-1714.

Emily

Okay. 610-265-1714.

Frank

Yes ma'am.

Emily

Okay. And you have no electric at all?

Frank
Nothing.

Emily
Okay Mr. Johnson. It appears that there is an outage in your area. It is affecting 127 homes and we do have a crew working on it now to get the power back up.

Frank
Okay. Do you have an ETA as to when it'll be back up.

Emily
It is anticipated to be up and running in the next two hours. Call us back if your power's not restored in that time.

Frank
Okay. Will do. Thank you very much.

Emily
Sure. Thank you.

Frank
Goodbye.

Emily
Goodbye.

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