

## Sample Call Center Script: Dentists Office

**Gene**

Good afternoon. American Dental. This is Gene. May I help you?

**Steven**

Hi, Gene. I'm calling because I have a real bad toothache. I was going to wait until tomorrow but I can't.

**Gene**

I'm so sorry to hear that. Are you a patient.

**Steven**

Yes. I usually see Dr. Davidson.

**Gene**

Okay. Dr. Davidson is on call this evening. Can I get a hold of him for you?

**Steven**

That would be great.

**Gene**

Your name sir?

**Steven**

Steven Peters.

**Gene**

Okay, and is that S-T-E-V-E-N?

**Steven**

Yes.

**Gene**

And last name, P-E-T-E-R-S?

**Steven**

Correct.

**Gene**

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

**Steven**

610-265-1715.

**Gene**

That's 610-265-1715?

**Steven**

Yes.

**Gene**

Mr. Peters, can you hold the line while I locate Dr. Davidson?

**Steven**

Yes, thank you.

**Gene**

Okay. One moment.

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