Sample Call Center Script: Veterinary Practice

Shelby

RDA Veterinary. This is Shelby. How may I help you?

Neil

Yeah, my dog's sick. I was hoping to get him looked at as soon as possible.

Shelby

Oh, sure. I'm sorry to hear that. Have you visited us before?

Neil

Yes, I have.

Shelby

Okay. Dr. Reynolds is on call this evening. I can pass you on to him. First I would just have to get your name so that I can pull up your information in our system.

Neil

Sure. My name is Neil Johnson. That's N-E-I-L, Johnson, J-O-H-N-S-O-N.

Shelby

Okay, Neil. And what is your dog's name?

Neil

My dog's name is Rudy.

Shelby

Great. I found your information. I just want to confirm that Rudy is a male, white Maltese, and is three years old.

Neil

Yes.

Shelby

Okay, Neil. May I have a number to reach you in case we get disconnected?

Neil

Sure. It's 610-265-1714.

Shelby

Okay. That's 610-265-1714?

Neil

Correct.

Shelby

Okay, and can you explain to me what is wrong with Rudy?

Neil

He seems very tired. More so than usual. And he's been vomiting quite a bit, but he isn't eating and he's barely drinking any water.

Shelby

Okay. Have you had any other previous health issues with Rudy?

Neil

No I've not.

Shelby

Okay, Neil. If you could hold for just a minute, I'm going to send your information over to Dr. Reynolds and patch your call through to him.

Neil

Oh, thank you so much.

Shelby

Sure. Thank you. I hope Rudy feels better.

Neil

Thank you.

Shelby

Thank you.

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