Sample Call Center Script: Technical Support Hotline

Emily

Good afternoon. TBH Network Solutions.

Fred

Yeah, hi. My system is down and I need to speak with a technician.

Emily

Oh, okay. Let me gather some information and see if we can help. What is your first name?

Fred

Fred.

Emily

And your last name; would you spell it for me please?

Fred

Sure. It's C-H-A-M-B-E-R-S, Chambers.

Emily

Okay. And your company name?

Fred

I'm with GoldStar Environmental.

Emily

GoldStar Environmental?

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Specialty Answering Service

Fred

Yes ma'am.

Emily

Okay. And your callback number?

Fred

610-265-1715.

Emily

That's 610-265-1715?

Fred

Yes.

Emily

Okay. And what seems to be the problem today?

Fred

My agents aren't able to make or receive any telephone calls.

Emily

Okay and what type of system do you have.

Fred

I have AmStar700, I think.

Emily

Okay. Are you able to log on to the system?

Fred

No, actually, I can't even get an Internet connection.

Emily

Okay. According to my records, the AmStar700 is a voiceover Internet protocol phone. It appears that because your Internet isn't working, your phones are not working as well. Do you know who your Internet provider is?

Fred

I have Verizon.

Emily

Okay. Mr. Chambers, I'm going to get a hold of Randy, and have him return your call. Is the 610-265-1715 a good number to reach you at right now?

Fred

Yeah that's my cell. That is working.

Emily

Okay, great. In the meantime, see if you can reach out to Verizon and let them know your issue. And Randy should be calling you back shortly.

Fred

Thank you very much for your help.

Emily

You're welcome. Thank you. Goodbye.

Fred

Take care. Goodbye.

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