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

Emily
Okay. And your company name?

Fred
I’m with GoldStar Environmental.

Emily
GoldStar Environmental?
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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