

Sample Call Center Script: After Hours Call for Insurance Agency

Emily

Good evening. You've reached the after-hours answering service for Kriebel Insurance. How may I help you?

Mike

Hi. I was calling to get prices for adding another vehicle to my policy.

Emily

Oh, okay. This is the answering service. Is this something that could hold for the morning or would you like to speak with someone tonight?

Mike

It can wait until the morning. It's not an emergency.

Emily

Okay, great. And your name please?

Mike

Mike.

Emily

And your last name?

Mike

Phillips. That's P-H-I-L-L-I-P-S.

Emily

Okay, great. and your phone number?

Mike

It's area code 610, 265-1714.

Emily

That's 610-265-1714?

Mike

Yes ma'am.

Emily

Okay. And you wanted a price on adding another vehicle?

Mike

Correct.

Emily

Okay, great. I will pass along your message and they will call you, first thing, tomorrow.

Mike

Great. Thank you very much.

Emily

You're welcome. Have a good night. Goodbye.

Mike

You too. Goodbye.

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