

## Sample Call Center Script: E-commerce Shop

**Emily**

Parker Scarves. How may I help you?

**Charlie**

I bought a scarf online, for my wife, and it turns out they shipped the wrong color.

**Emily**

Oh, I am so sorry sir.

**Charlie**

I got it for her birthday, which is tonight. And not I'm not a hundred percent sure what I need to do.

**Emily**

Okay. Let me see if I can help you. Do you have the item number of the Parker Scarf?

**Charlie**

I don't think so. It's called the New Yorker, I think.

**Emily**

Excellent, okay. What color did you want the New Yorker in?

**Charlie**

Blue. The one they shipped was light blue. I wanted the darker one.

**Emily**

Did you want Navy Blue or Royal Blue?

**Charlie**

What's the difference there?

**Emily**

The Royal Blue is a bit brighter.

**Charlie**

That's the one I want.

**Emily**

Okay. What zip code are you located in?

**Charlie**

19406.

**Emily**

Okay. It appears that we do not, I'm sorry, we do have that item in stock, at Karen's Boutique, at the Hunter Mall. Is that close by?

**Charlie**

It is. It's right by my office.

**Emily**

Okay. What is your name sir?

**Charlie**

Charlie Johnson.

**Emily**

Charlie Johnson? Is that J-O-H-N-S-O-N?

**Charlie**

Yes ma'am.

**Emily**

And Mr. Johnson, do you have the Park Scarf in Light Blue, with you now?

**Charlie**

I do. They shipped it to my office and it just came in, not that long ago.

**Emily**

Okay. What I will do is make arrangements with Karen's Boutique, for you to exchange the Parker Scarf, for no additional cost. And, in addition, I was able to look up your order in our system. And I'm going to send out a special gift to you to make up for the inconvenience.

**Charlie**

Oh, excellent. Thank you so much.

**Emily**

You're welcome. Thank you for calling Parker Scarves. And I hope your wife enjoys her birthday gift.

**Charlie**

Oh, thank you very much.

**Emily**

You're very welcome. Goodbye.

**Charlie**

Goodbye.

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