

Sample Call Center Script: Local Pharmacy

Meghan

Thank you for calling First Street Pharmacy. This is Meghan speaking, how may I help you?

Alex

Hi, I need to renew my prescription please.

Meghan

Sure. What is your full name sir?

Alex

It's Alex Morgan. M-O-R-G-A-N.

Meghan

Okay I have Alex A-L-E-X, Morgan M-O-R-G-A-N.

Alex

Yes.

Meghan

Okay and what is your date of birth?

Alex

December 19th, 1987.

Meghan

Okay, December 19th, 1987. Have you ordered with us before?

Alex
Yes I have.

Meghan
Great. What are you looking to order?

Alex
My Lasix prescription needs to be renewed.

Meghan
Okay. I pulled up your order history and it appears you had your Lasix prescription refilled one month ago.

Alex
Yes.

Meghan
Okay. Is this the same prescription you would like to have refilled today?

Alex
Yes it is. I want the pills though.

Meghan
Okay. Your last order was thirty 100 mg pills of the Lasix drug. Is this order correct?

Alex
Yes.

Meghan
Okay. Please confirm the prescription number for me.

Alex
PW546Q81.

Meghan
Okay, I have PW546Q81. Would you like to pick up this prescription or have it mailed to your house?

Alex
I would like to pick it up.

Meghan
Okay. The soonest we will have your order available is tomorrow morning at 9:00am.

Alex
Perfect. Thank you.

Meghan
Great. Thank you. Is there anything else I can help you with today?

Alex
No, not at the time.

Meghan
Okay, have a nice day.

Alex
You too, bye-bye.

Meghan
Bye-bye.

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