

Sample Call Center Script: Social Media Monitoring

Hannah

G-Hop Connect, customer service. How can I help you?

Michael

Yeah, hi. My name's Michael Pincer. I'm calling to get some information about your social media marketing programs.

Hannah

Sure I can help you, Michael. My name is Hannah.

Michael

Hi Hannah. We have a Facebook, a Twitter, an Instagram, a Pinterest, pretty much the whole nine yards. But we're not really updating. It's pretty difficult to keep up and keep these things fresh and I think our social media campaigns are actually hurting us more than helping.

Hannah

Okay. A lot of people are in the same boat as you. We have a package called Instant Update. That starts at \$99 a month. What this package does is combines regular updates on your Facebook and Twitter, each day, with an automatic post feature that is timed into your website blog.

Michael

That's exactly what we're looking for.

Hannah

Alright. Let me get Howard Gibbs on the line. He is our Social Accounts Representative and he can go into more detail about the program.

Michael

Perfect.

Hannah

Alright. Can you hold the line for Mr. Gibbs.

Michael

Absolutely. Thank you.

Hannah

Sure. Thank you.

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