SAS Call Center Script: Disaster Recovery Answering Service

Operator

Amstar Services, this is Lenore. How may I help you?

Caller

Hey Lenore, it's Carl from Amstar.

Operator

How are you, Carl?

Caller

I'm great, but our office is without electricity. The storm knocked us out.

Operator

Oh no, how can we help?

Caller

Can you let the callers know that we don't have electricity, take a message and text me with it?

Operator

Absolutely, I'll make a note here to let callers know that you have lost power due to the storm but will be returning calls.

Caller

Great.

Operator

I will put this into effect until you call us back.

Caller

Perfect. I don't expect a ton of calls, the whole town is without power.

Operator

Hopefully you'll be up soon!

Caller

I hope so.

Operator

Keep us posted if anything changes and let us know if there's anything else you might need.

Caller

Thanks Lenore. Bye bye.

Operator

Goodbye.