SAS Call Center Script: OBGYN Answering Service

Operator

Thank you for calling Pleasant Valley OBGYN, this is Gabby. How may I help you?

Caller

I think my wife is going into labor. May I speak with Dr. Bortles?

Operator

He is on-call this evening, let me gather some information and I'll reach out to him. First can I get your name?

Caller

Steve Davis.

Operator

Okay and Mr. Davis, what is your wife's name?

Caller

Barb.

Operator

And is there a good number to reach you?

Caller

215-253--7765

Operator

That's 215-253-7765

Caller

Yes.

Operator

Can I ask you to hold the line for just a moment? I am going to call Dr. Bortles and put you through to him.

Caller

Perfect.

Operator

I'll be right back.