

Sample Call Center Script: Call Routing Example

Emily

Liberty Real Estate, how may I help you?

Henry

Hi. I'm calling to speak to a realtor. My wife and I are looking to list our home and find a bigger place.

Emily

Sure. Have you used Liberty Real Estate in the past?

Henry

No I have not.

Emily

Okay. Is there a particular realtor you'd like to work with?

Henry

Not really. I saw a billboard you had on 76 so I thought I'd give you guys a call.

Emily

Okay. What I'm going to do is get your information and then route your calls to Mark Dumont. He's the next available realtor.

Henry

Great. What do you need? My name?

Emily

Yes sir.

Henry

It's Henry, H-E-N-R-Y, Morris, M-O-R-R-I-S.

Emily

Okay. I have Henry Morris, H-E-N-R-Y M-O-R-R-I-S.

Henry

Yes ma'am.

Emily

And what is a good contact number to reach you?

Henry

I can be reached at 610-265-1714.

Emily

Okay. I have 610-265-1714.

Henry

Yes.

Emily

Alright Henry. I'm going to root the call directly to Mr. Dumont, if you could just hold the line for one moment.

Henry

Okay. Thank you.

Emily

Great. Thank you.

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