

## Sample Call Center Script: Emergency Dispatching

**Emily**

Good afternoon. Pike's Peak Heating Oil, do you need a delivery?

**Jerry**

Yes. We are out of oil and my mother is here on hospice and it is kind of a bad situation. I was wondering if we could get something done right away.

**Emily**

Absolutely. Let me take your first name.

**Kenny**

Jerry

**Emily**

Is that J-E-R-R-Y?

**Kenny**

Yes.

**Emily**

And the spelling of your last name please?

**Kenny**

It's S-A-I-L-O-R.

**Emily**

S-A-I-L-O-R. Ok and your call-back number?

**Kenny**

610-265-1715.

**Emily**

That's 610-265-1715?

**Kenny**

Yes mam.

**Emily**

And your street address?

**Kenny**

It's 800 N. Henderson Rd.

**Emily**

And the city?

**Kenny**

It's in King of Prussia.

**Emily**

Ok and have you used us before?

**Kenny**

I have.

**Emily**

Ok Jerry, I am going to forward this to our on-call tech and he'll be calling you back shortly to make arrangements for a delivery.

**Pete**

Do you know how long that will be?

**Emily**

Normally he is able to call you back within 15 minutes.

**Pete**

Ok. Thank you so much.

**Emily**

You're welcome. Thank you. Bye-bye.

**Pete**

Bye-bye.

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