Sample Call Center Script:
Computer Repair Company

Kelly
Thank you for calling Geek Squad, Kevin speaking. How may I assist you this morning?

Brent
Hi Kelly. I'm calling because I'm having trouble with my computer.

Kelly
Well you've come to the right place. If you can tell me what is happening with your computer, I can transfer you to someone who deals specifically with those problems.

Brent
Well at first it wasn't that big of a deal, just a little bit of clicking sounds. But more recently the fan actually has been shutting off and the bottom of the computer is getting pretty hot. Now if it gets too hot before I shut it down, the computer then freezes up and all I get is a big blue screen. I'm not exactly sure what's going on there.

Kelly
Okay, I am sorry that is happening. But it does sound easily repairable. Let me take some information for you and I can send your call over to one of our technicians that specializes in this type of thing. May I have your name and phone number, just in case we have any complications with the connection?

Brent
Sure. My name is Brent, B-R-E-N-T. And the last name is Twig, T-W-I-G.

Kelly

Okay. Thank you, Brent. And if I could have a phone number where you are easily reached, that would be great.

Brent

Sure. It's 610-265-1715.

Kelly

Thank you. And, basically, you're calling to inquire about an overheating computer, does that sound correct?

Brent

Yeah. That and the screen freezing up.

Kelly

Okay, perfect. Now if you could just hold for a moment, I am going to patch your call through to Mike.

Brent

Oh, thank you so much.

Kelly

You're welcome. Thanks for calling Geek Squad.

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