Sample Call Center Script: Software Support Hotline

Nicole
Hit Movie Script Software. How can I help you?

Lonnie
Hi I'm calling to ask a few questions about your software.

Nicole
Sure. My name is Nicole, what can I help you with?

Lonnie
Does the software come with the script analysis in the basic package?

Nicole
It does. The only features that it does not include are the Character Analysis and Stopwatch Timer.

Lonnie
Okay. Is the basic edition for $79.99 downloadable?

Nicole
Yes it is.

Lonnie
Okay. I'll download it now, then.

Nicole
If I could get some information, I could actually give you a coupon code that could give you the deluxe edition, at no additional cost.

sas
Specialty Answering Service

Lonnie

Oh, that's great.

Nicole

Okay. Could I get your name?

Lonnie

Sure, it's Lonnie Davis. That's L-O-N-N-I-E D-A-V-I-S.

Nicole

Okay. I have Lonnie Davis, L-O-N-N-I-E D-A-V-I-S.

Lonnie

Yes.

Nicole

Okay. And is there an email address I can send this to?

Lonnie

Yes. It's LD, L as in Lonnie, D as in Davis, 7478@hotmail.com.

Nicole

Okay. I just want to confirm. It's LD7478@hotmail.com?

Lonnie

Correct.

Nicole

And Lonnie, could I also get your phone number for our record?

Lonnie

Sure. It's 610-265-1715.

Nicole

Okay. I have 610-265-1715.

Lonnie

Yes.

Nicole

Alright Lonnie. Now when you place the order, write the word "deluxe" in the coupon code, and you'll receive a free upgrade to the Deluxe Software.

Lonnie

Oh, great. Thank you so much.

Nicole

Sure. Thank you for choosing Hit Movie Script.

For more information on **Specialty Answering Service**, including additional sample scripts, visit us at:

www.specialtyansweringservice.net

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