

Sample Call Center Script: Injury Lawyer

Emily

Kilpatrick and Kilpatrick.

Lonnie

Yeah, hi. I need an attorney please.

Emily

Sure. Well you've reached the right place. What can we do for you?

Lonnie

I was in a car accident.

Emily

Oh, I'm really sorry to hear that. Are you alright?

Lonnie

More or less. I have whiplash, though. I do need to talk to a lawyer.

Emily

Okay. Let me gather some information and I will put you through to an attorney.
First, what is your name sir?

Lonnie

It's Lonnie.

Emily

Okay, and can you spell that for me?

Lonnie
L-O-N-N-I-E.

Emily
Okay, great. And Lonnie what is your last name as well?

Lonnie
It's Jordan, J-O-R-D-A-N.

Emily
Okay, great. And when was the accident?

Lonnie
This morning.

Emily
Okay. And Lonnie can I have your phone number, too?

Lonnie
It's 610-265-1715. What do you need the number for? I wanted to be put right through to the lawyer.

Emily
Sure. I'm going to pass the call through to Jeff Gold. I took your number down just in case we get disconnected. And I have 610-265-1715.

Lonnie
Yes, ma'am.

Emily
Okay, great. So if you can hold for one minute I will put you through to the attorney.

Lonnie

Thank you.

Emily

Thank you and I hope you feel better Lonnie.

Lonnie

Thanks.

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