

Sample Call Center Script: Cable TV Service Outage

Emily

Linden Cable. May I help you?

Rich

Hi. I just turned my TV on and my cable isn't working.

Emily

Oh, I'm so sorry for the inconvenience. Let me get some information from you and see if we can determine what's causing the outage. May I have your first and last name?

Rich

Sure. It's Rich Jenkins.

Emily

Is that J-E-N-K-I-N-S?

Rich

Yes.

Emily

Okay, and your telephone number?

Rich

610-265-1715.

Emily

That's 610-265-1715?

Rich

Yes ma'am?

Emily

And may I have the address of the location where the service is?

Rich

800 North Henderson Road.

Emily

And your city?

Rich

King of Prussia.

Emily

And your zip code?

Rich

19406.

Emily

Okay, one moment while I just check your area.

...

Okay, Mr. Jenkins, I do see here that we've received word that there's an outage in your area and that a crew's been dispatched. So they are working on restoring that as we speak.

Rich

Okay, great. Do you know long it's going to be before the cable's back up?

Emily

They expect the service to be restored by 9p.m. So if your service is not restored by that time, give us a call back to see if there's an update to the situation.

Rich

Okay, great. Thank you for your help.

Emily

You're welcome, Mr. Jenkins. Thank you for calling Linden Cable.

Rich

Take care.

Emily

Bye.

Rich

Bye.

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