

Sample Call Center Script: Subscription Renewals

Alex

Times Herald. This is Alex, how may I help you?

Greg

Hi Alex, I received a subscription to your newspaper as a gift and I just got a notice that the prescription has lapsed and I was hoping we could renew it.

Alex

Sure, I can help you sir. Can I have your first and last name please?

Greg

Sure, my name is Greg Jones.

Alex

Can you spell that for me?

Greg

It's G-R-E-G, J-O-N-E-S.

Alex

Okay. I have Greg Jones and I have located you in our system and since you are a returning customer I can offer you 20% off of your renewal for this upcoming year. Would you be interested?

Greg

Oh absolutely, thank you.

Alex

Okay great. A subscription with the 20% discount comes to \$208 for the year, breaking down to \$4 a week. You have the option to make the entire payment today or you can break it down into four payments of \$52.

Greg

I would like to just do the full payment to make it easier.

Alex

Alright, we can certainly do that. We do have some of your information already in the system. I just want to confirm and see if there are any changes.

Greg

Okay sounds good.

Alex

Okay, I have your full name Greg Jones, spelled G-R-E-G J-O-N-E-S. I also have 610-265-1714 as your phone number.

Greg

Correct.

Alex

Okay, and I have gregjones@yahoo.com as your email.

Greg

Yes, that's my email.

Alex

Okay Mr. Jones, is your shipping address as well as your billing address still 800 N. Henderson Rd. King of Prussia, PA 19406?

Greg

Yes, that's correct.

Alex

Okay, perfect. How would you like to make your payment with us today?

Greg

I can put that on my credit card.

Alex

Okay. Which type of card will you be using: Visa, Mastercard, Discover, or American Express?

Greg

It is Visa.

Alex

Okay, and Mr. Jones could you please read me your 16 digit card number?

Greg

Yes its 1234 5678 1234 5678.

Alex

Ok I have 1234 5678 1234 5678.

Greg

Correct.

Alex

Okay, and what is the expiration date?

Greg
It's 10/15.

Alex
Okay, I have 10/15. Can you please give me the CVV code on the back of the card?

Greg
Sure, it's 713.

Alex
Okay, 713. Alright Mr. Jones, your subscription renewal is now complete. A total of \$208 will be charged to your Visa card and a confirmation email will be sent to your yahoo account momentarily.

Greg
That's great, thank you.

Alex
Sure. Is there anything else I can do for you today?

Greg
No. Thanks for your help though.

Alex
Great. Thank you Mr. Jones, have a great day.

Greg
You too, bye-bye.

Alex
Bye.

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