

Sample Call Center Script: Help Desk Services

Veronica

Perlor Serve Help Desk. This is Veronica. How may I help you?

Todd

Yeah I'm having trouble accessing the marketing list.

Veronica

Okay, I can help you with that. So you already purchased the list and have it in your possession, correct?

Todd

Yes. I'm trying to load the information onto the computer but when I plug the drive in, I can't seem to find the file at all.

Veronica

Okay. If you have a few minutes I can run you through the process while I have you on the phone with me.

Todd

Oh, that would be great. I'm in front of the computer right now.

Veronica

Okay, great. When you plug in the drive, go to My Computer, then click Local Disk, and there should be four folders that appear. Do you see them?

Todd

I do, yes.

Veronica

Okay. Click the folder titled PRLS114.

Todd

PRLS114. Okay, got it.

Veronica

Okay. And once you open the folder, you want to click on the Application titled PRLS List Info, and then another window should appear asking if you would like to save or open the application; and you want to click Open.

Todd

Open. Okay.

Veronica

Okay. And give that about a minute to load and the application will automatically open and save directly onto your desktop. You will now be able to access the program without having to plug in the drive at all.

Todd

Oh, thank you. It already finished downloading. Thanks.

Veronica

Okay, great. And why don't you go ahead and try opening the application while I'm on the line, just to make sure everything installed correctly.

Todd

Okay. I clicked the icon, here, and everything seems to be working great.

Veronica

Alright, wonderful. If you have any other problems, feel free to give us a call. Is there anything else I can help you with today?

Todd

No, that's all. Thank you very much.

Veronica

Okay. Thank you. I hope the program works out for you.

Todd

Thank you so much. Goodbye.

Veronica

Alright. Goodbye.

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