

## Sample Call Center Script: Third-Party Verification

**Alex**

PECO Electric. This is Alex, how can I help you?

**John**

Hi Alex, my name is John. I would like to switch my services to PECO.

**Alex**

Sure, I can help you with that. Can I have your full name sir?

**John**

Sure. It's John, and my last name is Baker – B-A-K-E-R.

**Alex**

Okay, I have John – J-O-H-N and Baker B-A-K-E-R.

**John**

Correct.

**Alex**

Okay. Can I also have your phone number?

**John**

It's 610-265-1715.

**Alex**

Alright, I have 610-265-1715?

**John**

Yes.

**Alex**

Alright, and what is the address of your current service?

**John**

800 N. Henderson Rd. That's in King of Prussia, PA and the zip is 19406.

**Alex**

Okay. I have 800 N. Henderson Rd. in King of Prussia, PA 19406?

**John**

Yes.

**Alex**

Alright. What is your current electric company Mr. Baker?

**John**

I have Colonial Electric presently.

**Alex**

Okay. Can I also have your email address just to send you a confirmation and recap our conversation?

**John**

Yes, it's my name johnbaker (just like it is spelled) @gmail.com.

**Alex**

Okay, [johnbaker@gmail.com](mailto:johnbaker@gmail.com)?

**John**

Yes.

**Alex**

Alright, Mr. Baker I am going to ring in a third party verifier, her name is Kathy, just to confirm your information and switch to us here at PECO.

**John**

Okay, thank you.

**Kathy**

Hello, this is Kathy.

**Alex**

Hi Kathy, this is Alex. I have John Baker on the line with us and he is going to be switching from Colonial Electric to PECO.

**Kathy**

Okay, great. Hello Mr. Baker, how are you?

**John**

Great. How are you?

**Kathy**

I'm good. I'm just confirming your information. Your name is John Baker and your email address is [johnbaker@gmail.com](mailto:johnbaker@gmail.com), and you have requested to switch your electric provider from Colonial to PECO.

**John**

That's correct.

**Kathy**

Okay Mr. Baker, your request is complete. Is there anything else we could help you with today?

**John**

No. That would be it.

**Kathy**

Alright, thank you and have a great day.

**John**

You too. Thank you very much.

**Kathy**

Bye-bye.

**John**

Bye-bye.

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