

## Sample Call Center Script: Live Chat Service

**Diane**

Thanks for contacting Bright Smiles Dentistry. My name is Diane.  
[1:14:49 pm]: Hi, how may I help you?

**Aaron**

[1:15:20 pm]: I received an email from Groupon for your teeth whitening service for \$99.

**Diane**

[1:15:50 pm]: Thanks for your interest in Bright Smiles. We have gotten amazing response from our Groupon advertisement. Could we schedule an appointment?

**Aaron**

[1:15:50 pm]: How long does the procedure usually take?

**Diane**

[1:17:02 pm]: The \$99 teeth whitening special is for our basic service. Generally, these appointments take about 20 minutes.

**Aaron**

[1:17:40 pm]: Do you take dental insurance?

**Diane**

[1:17:47 pm]: Bright Smiles is a cosmetic dental center and unfortunately we do not take any insurance. Payment can be made either via cash, Visa, MasterCard or American Express.

**Aaron**

[1:18:58 pm]: Does the procedure hurt?

**Diane**

[1:19:23 pm]: No. It is fast and painless.

**Aaron**

[1:19:50 pm]: All right, what the heck? I'll schedule an appointment. Do you have anything this afternoon?

**Diane**

[1:18:52 pm]: Actually, we do. Could you get here by 3:30pm?

**Aaron**

[1:19:08 pm]: Yes.

**Diane**

[1:19:32 pm]: Let me take your name and phone number.

**Aaron**

[1:20:38 pm]: Aaron Davis and my number is 610-265-1715.

**Diane**

[1:20:40 pm]: Do you need directions to our offices?

**Aaron**

[1:21:02 pm]: No. I know exactly where you are; Right next to the Baskin Robins.

**Diane**

[1:22:10 pm]: Great; you will need to print out your Groupon, or have the receipt on the phone.

**Aaron**

[1:22:12 pm]: O.K. I will purchase the package now, and print that out.

**Diane**

[1:23:39 pm]: Do you have any other questions? Or is there anything else that I can do for you?

**Aaron**

[1:24:29 pm]: Not that I can think of. Thanks for your help.

**Diane**

[1:25:03 pm]: Thank you for choosing Bright Smiles Dentistry.

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