

Sample Call Center Script: eBay Shop

Alex

Joe's Camera Shop, Ebay Store, this is Alex. How may I help you?

Josh

Hi Alex, I'm on your website and I'm looking at a particular camera to purchase for my wife. And I have a few questions about it and was wondering if you might be able to help me with that.

Alex

Sure. Do you have the brand name and also the model number of the camera?

Josh

I do. It's a Canon. And I believe the model is 23781.

Alex

Okay. 23781. What questions do you have about that sir?

Josh

Is there a warranty on the model?

Alex

Yes. There's a two year warranty.

Josh

Okay, great. And does that cost any extra?

Alex

No. That's included with the price of the camera of \$89.95.

Josh

Oh, awesome. And does it come in any other colors besides the black?

Alex

Yes. We have a red, pink, blue, and purple in stock.

Josh

Oh, perfect. My wife's favorite color is purple, so I am sold. I'd like to purchase the purple one.

Alex

Alright, great. I'll just need to take down some contact information. What is your name and phone number sir?

Josh

Sure it's Josh Harris, H-A-R-R-I-S. And my phone number is 610-265-1714.

Alex

Okay. I have Josh Harris, J-O-S-H H-A-R-R-I-S, at 610-265-1714.

Josh

Correct.

Alex

Alright. And can I also have your email address, Mr. Harris?

Josh

Sure, it's my name, JoshHarris@yahoo.com.

Alex

Okay, I have J-O-S-H-H-A-R-R-I-S, @yahoo.com.

Josh

Yes, correct.

Alex

Alright, Mr. Harris. Can I also have the address of which you would like the camera to be shipped to?

Josh

Sure It's 800 North Henderson Road. That's in King of Prussia, Pennsylvania. And the zip is 19406.

Alex

Alright. I have 800 North Henderson Road, H-E-N-D-E-R-S-O-N, in King of Prussia, Pennsylvania, 19406.

Josh

Yes. I also notice that there's a promotion about shipping for orders above \$50?

Alex

Yes. There is a promotion. Any purchase that is above \$50 will get free standard shipping. And that takes about 6-8 business days. Would you be interested in that?

Josh

Sure, that's fine.

Alex

Alright, great. And is your billing address the same as your shipping address?

Josh

It is.

Alex

Alright. And what is the name on the credit card you will be using?

Josh

It's Joshua, J-O-S-H-U-A, Harris, H-A-R-R-I-S.

Alex

Okay. I have Joshua, J-O-S-H-U-A, Harris, H-A-R-R-I-S.

Josh

Yes.

Alex

Alright. And will you be purchasing your camera with a Visa, MasterCard, American Express, or Discover?

Josh

A Visa.

Alex

Okay. A Visa. Can you read the 16-digit number for me?

Josh

Sure. It is 1234 5678 1234 5678.

Alex

Okay, I have 1234 5678 1234 5678.

Josh

Correct.

Alex

Alright. Can I also have the expiration date?

Josh

Sure. It's 10/15.

Alex

Okay. I have 10/15.

Josh

Yes.

Alex

Alright. Can I also have the CVV code on the back of the card, as well?

Josh

It is 555.

Alex

Okay. I have 555.

Josh

Yes.

Alex

Alright Mr. Harris. A purchase of \$89.95 will be charged to your Visa card and I will also send you an email confirmation of your order. Expect to see your new Canon camera in 6-8 business days. Is there anything else I can help you with today?

Josh

No that's all I need. I appreciate it. Thank you very much.

Alex

Great. Thank you. Have a nice day.

Josh

You, too.

Alex

Goodbye.

Josh

Goodbye.

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