Sample Call Center Script: Email Read & Reply

Tony
Hello?

Anne
Hi, Tony. This is Anne at the answering service. I just received an email about a refrigeration unit that is down.

Tony
Ok. Do you have the code?

Anne
Yes. It's 87.

Tony
And where's the email coming from?

Anne
7-11 store 9-7-2-1.

Tony
Can you reply to that email? Give them a 30-minute ETA.

Anne
30 minutes?

Tony
Yes.

Anne

No problem. Is there anything else that I can do for you?

Tony

No. Thanks for calling.

Anne

You're very welcome. Have a good day.

Tony

You, too. Bye-bye.

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www.specialtyansweringservice.net