

Sample Call Center Script: Up Sell / Cross Sell

Amanda

Captain's Closet. This is Amanda. How may I help you?

Victor

Hi. I'm looking to place an order for my wife.

Amanda

Okay sir. May I have your name?

Victor

Sure. My name's Victor.

Amanda

Okay, thank you Victor. And what is it you would like to order?

Victor

I'd like one zip-back sweater.

Amanda

Okay. Do you happen to have a product code for that sweater? The code for all our items can be found online and also in our catalog.

Victor

I do. It's number 900543.

Amanda

Okay, great. And what color sweater would you like?

Victor

Tan.

Amanda

And size?

Victor

Medium.

Amanda

Okay so we have one tan zip-back sweater. Size medium. Is that correct?

Victor

Yes.

Amanda

Okay. The sweater, itself, is \$60, but what really goes great with that top is our multi-color sheer scarf. And many customers who purchase the sweater, also purchase the scarf for only \$25.

Victor

Not a big fan of bright colors. You have a similar scarf in, say, black?

Amanda

We do.

Victor

Okay. Let's throw that in as well.

Amanda

Okay, great. Is there anything else you'd like to add before we complete your order?

Victor

No, that would be it.

Amanda

Okay. Just to be sure, we have a tan zip-back sweater, size medium, and a sheer black scarf.

Victor

Yes.

Amanda

Okay Victor. I need to get your billing and shipping information, first. What type of card that will be processing your order?

Victor

A Visa.

Amanda

Okay. And may I have the full name printed on the front of the card?

Victor

It's Victor, V-I-C-T-O-R, L, as in Larry, McGuire, that's M-C-G-U-I-R-E.

Amanda

Okay. I have Victor, V-I-C-T-O-R, L, as in Larry, McGuire, M-C-G-U-I-R-E.

Victor

Correct.

Amanda

Okay, great. And what is the billing address?

Victor

That would be 800 North Henderson, H-E-N-D-E-R-S-O-N, Road, in King of Prussia, P-R-U-S-S-I-A, Pennsylvania.

Amanda

Okay. 800 North Henderson Road, H-E-N-D-E-R-S-O-N, King of Prussia, Pennsylvania.

Victor

Yes.

Amanda

Okay. And the zip code please?

Victor

19406.

Amanda

Okay. And then can I have your card number?

Victor

Sure. It's 1234 5678 4321 8765.

Amanda

Okay. I have 1234 5678 4321 8765.

Victor

Yes.

Amanda

And, also, may I have the expiration date?

Victor

That would be July 15th. So 7/15.

Amanda

Alright, great. And can I also have the CVV code that's on the back of the card?

Victor

Sure. It's 494.

Amanda

Okay, great. And is the shipping address the same as the billing address you just gave me?

Victor

It is.

Amanda

Okay. And what kind of shipping would you like? We have overnight, 2-3 business day, or standard shipping.

Victor

How long will standard shipping take?

Amanda

It usually takes 5-10 business days, and because you spent over \$50, the standard shipping would be completely free.

Victor

Okay, let's do that.

Amanda

Okay, Mr. McGuire. One last time: your address is 800 North Henderson in King of Prussia, your card number is 1234 5678 4321 8765, the CVV code is 494, and the expiration date is July of 2015?

Victor

That is correct.

Amanda

Great. Your total today, with tax, will be \$91.10. Can I get your email address to send you a confirmation and a copy of your receipt?

Victor

Sure. It's VLMcGuire, V as in Victor, L as in Larry, M-C-G-U-I-R-E, and that would be at Comcast.net.

Amanda

Okay, great. I just want to confirm that. I have VLMcGuire, V as in Victor, L as in Larry, M-C-G-U-I-R-E, at Comcast.net.

Victor

Correct.

Amanda

Great. You can be expecting an email within the next few minutes. Is there anything else I can help you with?

Victor

No, that's all. Thank you for your help.

Amanda

Okay, great. Thank you for shopping with us. Have a great day.

Victor
You, too. Goodbye.

Amanda
Goodbye.

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