

Sample Call Center Script: Pharmaceutical Company

Melissa

Hi, this is Melissa from MXD Pharmaceutical. How can I help you?

Lance

Hi, I am calling about the free trial for ALEX.

Melissa

Sure. Can I have your name sir?

Lance

Sure. It's Lance Happeney, H-A-P-P-E-N-E-Y.

Melissa

Okay, I have Lance -- L-A-N-C-E, Happeney - H-A-P-P-E-N-E-Y.

Lance

Correct.

Melissa

Thank you. And are you calling for the trial of the allergy medicine, ALEX?

Lance

That's correct.

Melissa

Okay, great. You are a male, correct?

Lance

Yes.

Melissa

Okay. And what is your age?

Lance

36.

Melissa

Okay. And could you please provide a brief description of your overall health, just like any illnesses you may have had.

Lance

Overall, I'm pretty healthy and active. I recently did have surgery on my foot, I broke it a little while ago. Other than that, the last time I was in the hospital was in high school. People in my family tend to have blood clots, but I have been tested and I am fine.

Melissa

Okay, great. Are you taking any medication?

Lance

I am not.

Melissa

Alright, and would you like to pick up your prescription or have it delivered to you? Either way, we will need your signature before receiving the medication.

Lance

Then I'll pick it up. What is the closest office you have to King of Prussia?

Melissa

Sure you can find us at 800 North Henderson Road in Norristown PA. Once you arrive and sign some quick paperwork you will receive the trial.

Lance

Great thank you.

Melissa

Sure Lance, is there anything else I can help you with today?

Lance

No, that will be very helpful. Thank you very much.

Melissa

Great. Have a nice day.

Lance

You too.

Melissa

Bye-bye.

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