

Sample Call Center Script: Government Offices

Mary

Upper Merion Township. This is Mary, how may I help you?

Kenny

Yeah, I'm calling to report there is a dead raccoon in the road.

Mary

Ah, okay. If I can get a location, I can send someone out there as soon as possible.

Kenny

Sure it is on North Henderson Road in King of Prussia.

Mary

Okay. Is it near any landmarks or buildings?

Kenny

It is right near the train tracks. You really can't miss it.

Mary

Okay. Does it appear to be dead or injured?

Kenny

I'm pretty sure it's dead.

Mary

Okay. Is it in the middle of the road or more towards the side?

Kenny

It's still in the road but more towards the side.

Mary

Okay, thank you so much for letting us know. We will handle the situation as quickly as we can.

Kenny

Alright, thanks for your help.

Mary

Thank you sir, have a good day.

Kenny

You too, bye-bye.

Mary

Bye-bye.

Emily

Bye.

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