

SAS Call Center Script: Cell Phone Answering Service

Operator

Thank you for calling Howard's Pool Service, this is Maria. How may I help you?

Caller

Oh, I thought this was Howard's line.

Operator

Actually, this is the answering service. Howard is unavailable at the moment, but may I take a message for him?

Caller

Do you know when he will be available?

Operator

I don't have an exact time when he'll be back, but I can pass a message to him right away. Can I have your name?

Caller

Todd Jackson.

Operator

And is that Todd with two Ds?

Caller

Yes.

Operator

Okay, and the last name is Jackson – J A C K S O N?

Caller

Yes.

Operator

Okay, and what's the best number to reach you, Todd?

Caller

610-492-7768

Operator

That's 610-492-7768?

Caller

Correct.

Operator

And is there a message that I can leave for him?

Caller

Yes. I am having an issue with my filter again.

Operator

I'm sorry to hear that. I will pass this message along to him right away, and he'll be in touch with you soon!

Caller

Thanks.

Operator

You're welcome. Thanks, and have a great day!

Caller

Bye.

Operator

Bye-bye.