

SAS Call Center Script: Corporate Answering Service

Operator

Good afternoon, Algon Petroleum Industries Corporate Affairs Line. How may I help you?

Caller

Hello. I am calling about a problem I had with one of your products.

Operator

I am so sorry to hear that! Can I gather some information from you?

Caller

Sure.

Operator

Great. May I have your first name?

Caller

It's Fred.

Operator

And your last name, Fred?

Caller

Davis

Operator

Okay, and Mr. Davis, what was the product that you had an issue with?

Caller

The Algon Octane Boost

Operator

Can you tell me a little bit about the problem?

Caller

Sure. I ordered a case online, and when I received it, two of the cans were empty.

Operator

I am sorry about that. Do you happen to have your order number?

Caller

I do. It's 63743672-Y.

Operator

That was 63743672-Y like Yes?

Caller

Yes.

Operator

Thank you. Okay, I need two additional pieces of information. May I have your phone number?

Caller

Sure. It's 267-571-5400.

Operator

That's 267-571-5400?

Caller

Yes.

Operator

And your email address please?

Caller

It's FDavis939291@gmail.com.

Operator

That's FDavis939291@gmail.com?

Caller

Yes.

Operator

Thank you. Now, here is what I am going to do, Mr. Davis. I'll send out a message to our refund department, and they'll refund the cost of the order. And in addition, I'm going to send you an email with a coupon code that will give you 20% off your next order and free shipping!

Caller

That's great. Do you know how long it will take to refund my order?

Operator

It generally takes within 48 to 72 hours.

Caller

Thank you so much.

Operator

You are very welcome. And is there anything else that I can do for you today?

Caller

Not at the moment. Thank you.

Operator

You're welcome. Have a great day!