

CALL CENTER MOCK CALLS SCRIPT SAMPLE - TECHNICAL SUPPORT

Good day, everyone. I am John Ralph Ruiz a teacher applicant of Amfan National High School, and today I am going to show you my skills demonstration in contact center services. I took this course because I want to improve my computer literacy skills as well as my communication skills, so let's start.

Agent: Thank you for calling Turtle Internet Services. My name is Ralph, how may I help you? May I have your phone or account number?

Customer: I'm sorry, can you please repeat yourself?

Agent: I'm sorry, can you hear me now? I was asking you, about your phone or account number?

Customer: Well, before I give you my account information, I just wanna let you know that I'm really pissed. I can't access my email for almost a week now. I'm paying you guys lots of money, and you can't even provide a decent service. What's wrong with you people? YOURSERVICE SUCKS!!!

Agent: I'm really sorry for the inconvenience, I would probably feel the same way if I'm in your situation. But, don't worry, I promise you that we'll get your issue resolved. Let me get first your account number so we can check your account, would that be ok?!

Customer: Sure, my account number is 860-995-****

Agent: Got it, may I please verify the name on the account?

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DP Hallahan



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