

CALL CENTER MOCK CALLS SCRIPT SAMPLE - CUSTOMER SERVICE

Situation: A customer is calling about her account balance.

Customer's Profile: Female, Age is 25-30yrs old, calm.

Goal: Answer customer's inquiry in a timely manner.

Agent: It's a good day today at Bank of Wealth, my name Kath, How can I help you?

Customer: I would like to know my remaining money in my account.

Agent: I'll be glad to help you. May I please get your Bank Account number and the Name on the Account?

Customer: Sure it's Tracy O Randall account number is 805-7845-3895-061

Agent: Thank you, let me just check on it. Ok, can you please, verify the last four numbers of your social security ID?

Customer: It is 1234

Agent: You still have 84 thousand and 65 cents. Is there anything else that I could assist you with?

Customer: Yes, If I transfer it to my bank account in Lloyds of London, how long will it take?

Agent: If we do the transaction over the phone or online, our team will still contact you for verification prior sending your money to a different bank. The whole process usually just takes 2-3 days.

Customer: Oh, I see, never mind, I'll just do it after the holidays. Thanks for your help, Kath!

Agent: You are very much welcome, Ms. Randall! You have a great day and Thank you for calling Bank of Wealth. Good Bye!

Medical Office Sample Call Center Scripts

Medical Library Association



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Medical Office Sample Call Center Scripts Book Review: Unveiling the Magic of Language

In an electronic digital era where connections and knowledge reign supreme, the enchanting power of language has become apparent than ever. Its power to stir emotions, provoke thought, and instigate transformation is really remarkable. This extraordinary book, aptly titled "**Medical Office Sample Call Center Scripts**," compiled by a highly acclaimed author, immerses readers in a captivating exploration of the significance of language and its profound effect on our existence. Throughout this critique, we will delve into the book's central themes, evaluate its unique writing style, and assess its overall influence on its readership.

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