

## CALL CENTER CONVERSATION SCRIPT 2a

Agent: Thank you for calling ABC Company. My name is Ashley. How may I help you today?

Customer: I am calling because I received a wrong bill. I just paid my phone bill two days ago and my payment is not reflected in the bill.

Agent: Sorry for the inconvenience madam. May I have your Account Number, please.

Customer: 5340036548

Agent: For verification purposes mam, Can I get your name and birthdate?, please.

Customer: 5340036548

Agent: For verification purposes mam, Can I get your name and birthdate?

Customer: Maegan Simpson, July 23, 1974 and the account is under my name.

Agent: Thank you for that information mam. Per our system's data, you did pay your last bill last Aug. 12 which was two days ago in one of our affiliated payment centers and you currently have 0 balance. However, the bill that you received was generated a week before you made the payment that's why your latest payment had not been reflected. You can simply disregard the amount indicated in the bill and continue enjoying our services.

Customer: Thank you.

Agent: Delays in the bill is usually caused by delays in our courier services. For a more up dated bill of your account, you can visit our website and log in to your account. This bill is more updated.

Customer: Ok I will.

Agent: Will there be anything else that you need madam?

Customer: No thanks.

Agent: Thank you for calling. We are glad to assist you.

Customer: Ok bye.

# Inbound Call Center Sample Script

**Robert J. McHatton**



**Inbound Call Center Sample Script:**

## Embracing the Tune of Expression: An Mental Symphony within **Inbound Call Center Sample Script**

In some sort of consumed by screens and the ceaseless chatter of instantaneous connection, the melodic splendor and mental symphony created by the published word usually fade into the back ground, eclipsed by the constant sound and interruptions that permeate our lives. Nevertheless, nestled within the pages of **Inbound Call Center Sample Script** a marvelous literary treasure brimming with natural emotions, lies an immersive symphony waiting to be embraced. Crafted by an outstanding musician of language, that charming masterpiece conducts visitors on a mental trip, skillfully unraveling the hidden tunes and profound influence resonating within each cautiously crafted phrase. Within the depths of the moving review, we will discover the book is central harmonies, analyze its enthralling writing fashion, and submit ourselves to the profound resonance that echoes in the depths of readers souls.

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