

## 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

**Wolfgang Guggemos**



**Inbound Call Center Sample Script:**

## **Inbound Call Center Sample Script** 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 much more apparent than ever. Its ability to stir emotions, provoke thought, and instigate transformation is actually remarkable. This extraordinary book, aptly titled "**Inbound Call Center Sample Script**," 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 to the book's central themes, evaluate its unique writing style, and assess its overall influence on its readership.

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