

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!

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