

## 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.

# Sample Inbound Call Center Scripts

**Joacim Rocklöv**



## **Sample Inbound Call Center Scripts:**

## Adopting the Beat of Phrase: An Mental Symphony within **Sample Inbound Call Center Scripts**

In a global used by displays and the ceaseless chatter of instant transmission, the melodic beauty and psychological symphony created by the published term frequently disappear in to the backdrop, eclipsed by the persistent noise and disruptions that permeate our lives. Nevertheless, set within the pages of **Sample Inbound Call Center Scripts** a charming fictional value brimming with organic thoughts, lies an immersive symphony waiting to be embraced. Constructed by an outstanding composer of language, that captivating masterpiece conducts viewers on an emotional trip, well unraveling the hidden tunes and profound influence resonating within each carefully crafted phrase. Within the depths of the moving analysis, we can examine the book is central harmonies, analyze its enthralling writing type, and submit ourselves to the profound resonance that echoes in the depths of readers souls.

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