Call Center Scripts For

Every Scenario

Every call is a unique journey, but having a solid script as your compass ensures a smooth ride. Let's explore some key scenarios where a well-crafted script can make all the difference.

nextiva

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1 Greetings and Opening Conversations

General greetings

Use these scripts for any inbound call, establishing a professional and friendly tone.

"Hello, you've reached [Company Name]. This is [Agent Name]. How may I help you today?"

"Thank you for calling [Company Name]. My name is [Agent Name]. How can I help you?"

"Good [morning/afternoon/evening] and thank you for calling [Company Name]. I'm [Agent Name]. How can I help you?"

Greetings for new customers or first-time callers

Use these scripts for welcoming new customers, gathering basic information, and setting a positive first impression.

"Hello, and welcome to [Company Name]! I'm [Agent Name]. Could I start by getting your name and how we can best assist you?"

"Welcome to the [Company Name] family! I'm [Agent Name], what can I help with today?"

Greetings for existing customers

Use these scripts for recognizing returning customers, personalizing the interaction, and showing appreciation.

"Welcome back, [Customer Name]! How may I assist you today?"

"Hello, and thank you for calling, [Customer Name]. Are you calling about about a recent [order/service/ticket update]?

"Hi, [Customer Name]. Thank you for contacting [Company Name]. This is [Agent Name]. Would you mind confirming your account number?"

Verifying customer information for security or HIPAA compliance

Use these scripts for ensuring customer privacy and security, complying with regulations.

"For security purposes, could you please confirm your [date of birth/account number/etc.]?"

"To protect your information, I need to verify a few details. Could you please provide your [full name and address/etc.]?"

"To ensure we're speaking with the correct account holder, please confirm your [security question answer/etc.]."

Addressing sensitive issues

Use these scripts for handling sensitive inquiries with empathy and discretion.

"I understand you're calling about a sensitive matter. Your privacy is important to us. How may I help you?"

"Thank you for trusting us with this matter. How can I assist you today?"

Handling angry or unhappy customers

Use these scripts for de-escalating situations, showing empathy, and finding solutions.

"I hear your concerns and completely understand your frustration. I want to make this right. How can I resolve this for you today?"

"I'm truly sorry for the inconvenience. Let's work together to find a solution that works for you."

Managing holds and transferring calls

Use these scripts for communicating hold times and transfer reasons clearly.

"May I place you on a brief hold while I look into this for you? It should only be a moment."

"To best assist you, I need to transfer you to our [Department] specialist. Would you mind holding for a moment while I connect you?"

"I need to look into this further. May I place you on a brief hold while I access that information?"

2 Common Customer Issues

Troubleshooting issues scripts

Use these scripts for guiding customers through troubleshooting steps, resolving technical issues.

"Let's walk through this step-by-step. First, could you please check [specific setting/connection]?"

"To help me understand the issue better, could you describe what you're seeing on your screen?"

Scripts for addressing late or missed deliveries

Use these scripts for responding to customer inquiries about delayed or missing shipments.

"Oh no, I'm so sorry your package is late. I'm going to look into this right away. To start, could you please share your tracking number?"

"I see you're checking on your delivery. No problem — I can help with that! Let me pull up the details with your order information. Could you please share your order number?"

Damaged or missing products scripts

Use these scripts for handling customer reports of damaged goods or incomplete orders.

"I'm truly sorry to hear that your product arrived damaged. To help me process a replacement, could you please describe the damage or missing items?"

"That's definitely not the experience we want you to have. I'll get a replacement sent out right away. Can you please confirm your shipping address for me?"

"I apologize for the inconvenience with the damaged item. To get this resolved quickly, could you email a photo of the damage to [email address]? Once received, I will process your replacement."

Incorrect order scripts

Use these scripts for addressing situations where customers received the wrong items.

"I understand you received the incorrect order. I'll get the right items to you as soon as possible. Can you tell me what you received and what you were expecting?"

"I apologize for the mix-up with your order. Let's get this sorted out. Can you please provide your order number and describe the discrepancy?"

Billing and payment-related issues scripts

Use these scripts for assisting customers with billing inquiries, payment problems, or refund requests.

"I can certainly help you with your billing inquiry. To get started, could you please provide your account number?"

"I understand you have a question about a recent charge. I'm happy to review that with you. Can you confirm the date of the charge in question?"

"I'm happy to help you with your refund request. To get started, please provide the order number associated with the item."

Account access issues scripts

Use these scripts for helping customers who are having trouble logging into their accounts or managing their profiles.

"I can definitely help you regain access to your account. Let's start with a password reset. Can you please provide the email address associated with your account?"

"I can help you update your account information. What changes would you like to make today?"

Scripts for managing cancellations

Use these scripts for processing customer cancellations and attempting to retain their business.

"I understand you'd like to cancel your [service/subscription]. I'm sorry to see you go. Before we proceed, could you tell me a little about why you're canceling?"

"I understand you want to cancel your order. We’re sorry to see you go. Is there anything I can do to change your mind?"

3 General Support and Troubleshooting Scripts

Providing documentation or knowledge sharing scripts

Use these scripts for offering customers self-service resources and information.

"I can certainly help you with that. We also have a great article on our website that covers this topic in detail. Would you like me to send you the link?"

"We have a comprehensive FAQ section that addresses this issue. I can walk you through it, or I can send you the link so you can explore it at your convenience. Which would you prefer?"

"We have a helpful video tutorial that explains this process. Would you like me to share that with you?"

Account management and profile update scripts

Use these scripts for assisting customers with changes to their account information

"I can certainly help you with updating your account. What information would you like to change today?"

"I'm happy to help you manage your account. Would you prefer to make these changes online, or would you like me to assist you over the phone?"

Addressing technical issues and troubleshooting scripts

Use these scripts for guiding customers through technical problems and solutions.

"I understand you're experiencing a technical issue with [Product Name]. To help me diagnose the problem, could you please describe what you're seeing on your screen?"

"I'm sorry you're having trouble with [Product Name]. Let's troubleshoot this together. Have you tried [basic troubleshooting step]?"

"I understand you're experiencing a technical issue. To help me better understand the problem, could you describe the steps you were taking when the issue occurred?"

Gathering relevant information scripts

Use these scripts for collecting details from the customer to understand their issue.

"To help me understand the situation better, could you please provide a few more details about what happened?"

"To assist you effectively, I'll need some more information. Could you please provide [specific information]?"

Identifying the root cause scripts

Use these scripts for probing to find the underlying cause of a problem.

"To get to the bottom of this, could you tell me more about [specific aspect of the issue]?"

"To understand why this happened, let's backtrack a bit. Can you recall what you were doing just before the issue started?"

"To help me pinpoint the root cause, could you provide more details about the error message you received?"

Scripts for troubleshooting steps

Use these scripts for guiding the customer through diagnostic or corrective actions.

"Based on what you've described, there are a few options we can explore. We can [solution 1], or we can try [solution 2]. Which would you like to try first?"

"I believe I have a solution for you. We can [solution] to resolve this issue."

Scripts that help offer solutions

Use these scripts for presenting potential resolutions to the customer's issue.

"Based on what you've described, here are a few options we can explore. We can [solution 1], or we can try [solution 2]. Which would you like to try first?"

"I believe I have a solution for you. We can [solution] to resolve this issue."

"Here's what we can do to fix this. We can [solution] and that should resolve the issue."

"I have a few solutions we can try. We can [solution 1] or [solution 2]. Which would you prefer?"

Confirming and discussing next steps

Use these scripts for ensuring the customer is satisfied and outlining any follow-up actions.

"Thank you for bearing with us. To ensure this gets resolved quickly, I'm personally escalating this to my management team. We will provide you with an update in no more than 24 hours."

"To move forward with your request, the next step will be [explain the next step in detail]. You can expect [specific outcome/action] within [timeframe]."

"I appreciate you working with us today, [Customer Name]. While we are working towards a solution, you can track the progress in the customer portal or contact us at [alternative support channels]. We will provide an update by [estimated time frame]."

"The next step is [explain next step]. To ensure you're fully informed, we'll schedule a follow-up call/email for [date/time] to confirm [specific action/outcome]. Does that time work for you?"

4 Scripts for Angry Customers

Apologizing to customers scripts

Use these scripts for acknowledging customer dissatisfaction and expressing sincere regret.

"I understand how frustrating this situation must be, and I sincerely apologize for the inconvenience you've experienced."

"Please accept my apologies for the error. We value your business and are committed to making this right."

"I'm truly sorry for the trouble this has caused. Let's work together to find a solution that works for you."

"I apologize for the oversight. I understand your frustration, and I will do everything I can to resolve this issue."

Escalating issues to a manager scripts

Use these scripts for transferring complex or unresolved issues to a supervisor for further assistance.

"I understand your concern, and I want to ensure you receive the best possible resolution. I'd like to escalate this to my manager, who has additional expertise in this area. Would that be alright?"

"This situation requires a higher level of assistance. I'll connect you with my manager, [Manager Name], who can provide more specialized support."

"I've explored all available options, and I believe my manager can offer additional solutions. Would you like me to transfer you?"

"To ensure you receive the best possible assistance, I'd like to escalate this issue to my manager. Would you mind holding briefly while I make the transfer?"

Saying ‘no’ politely and professionally scripts

Use these scripts for declining customer requests while maintaining a positive relationship.

"I completely understand where you're coming from, and believe me, I truly wish I had the flexibility to make that happen for you. Unfortunately, our company policy doesn't allow for that in this situation. I'm so sorry about that."

"I genuinely understand your perspective on this, and I appreciate you sharing it. Sadly, we're unable to [customer request] right now. However, I'd be happy to offer you [alternative], which might be helpful."

"I want to thank you for bringing this to my attention. I understand that this is important to you. Unfortunately, we are unable to fulfill your request because of [reason]. Would you like me to look into any other options for you?"

"I hear and understand your point of view. Unfortunately, we are not able to provide [customer request] at this time. With that being said, I would like to offer you [alternative] as another option."

5 Closing Scripts

Successful resolutions scripts

Use these scripts for concluding calls with a positive and professional tone after resolving the customer's issue.

"I'm delighted we could resolve that for you. Is there anything at all that I can clarify or assist you with before we close the call? We appreciate you choosing [Company Name]."

"I'm happy we were able to get that sorted out. Thank you for allowing me to help you today. If you have any further questions, please do not hesitate to ask. Have a great day!"

"Great! Everything is now resolved and I've made sure to document the solution for your records. You can rest assured this is taken care of. If you need any further assistance in the future, please don't hesitate to call us back."

Scripts for handling unresolved issues

Use these scripts for providing clarity and setting expectations when a customer's issue couldn't be fully resolved.

"I understand we couldn't fully resolve your issue today, but we're continuing to work on it. We'll provide an update within [timeframe]."

"I'm sorry we couldn't resolve this completely. We'll escalate this issue and keep you informed of our progress."

"We're still investigating this issue and will follow up with you as soon as we have a solution. Thank you for your patience."

"I apologize that we couldn't fully resolve this issue today. We will continue to work on it and provide you with an update as soon as possible."

Scripts for managing customers who are still angry

Use these scripts for concluding calls with customers who remain dissatisfied, while maintaining professionalism.

"I understand you're still upset, and I apologize that we couldn't fully meet your expectations. We take your feedback seriously."

"I'm sorry we couldn't resolve this to your satisfaction. Is there anything else we can do to fix this?"

"I understand your frustration and thank you for the feedback. I will pass it on to my manager so we can make sure this doesn't happen again."

Scripts for requesting feedback

Use these scripts for encouraging customers to share their experiences and opinions.

"We value your feedback. Would you mind taking a brief survey to rate your experience today?"

"Your feedback helps us improve. Would you be willing to share your thoughts on today's call?"

"We're always looking to enhance our service. Could you please provide feedback on how we did today?"

"We appreciate your feedback. Would you be willing to take a quick survey to help us improve our service?"

6 Follow-up Scripts

Proactive follow-up scripts

Use these scripts for checking in with customers after a recent interaction.

"Hello, [Customer Name]. This is [Agent Name] from [Company Name]. I'm calling to follow up on our conversation about [issue]. How are things going?"

"Hi [Customer Name], this is [Agent Name] from [Company Name]. I'm calling to see if [the solution we discussed] is working well for you."

"Hello [Customer Name]. This is [Agent Name] from [Company Name]. I'm calling to follow up on your recent purchase. How are you enjoying it?"

Scripts for scheduling follow-ups for ongoing issues

Use these scripts for arranging future calls or interactions to address unresolved issues.

"To ensure we resolve this issue, let's schedule a follow-up call for [date and time]. Does that work for you?"

"I'd like to schedule a follow-up to check on the progress. Would [date and time] be convenient?"

"Let's schedule a follow-up to discuss the next steps. Would you prefer a call or an email?"

7 Miscellaneous Scripts

Scripts providing information about company policies

Use these scripts for explaining company policies and procedures to customers.

"I understand this might not be ideal, but according to our company policy, [explain policy]. I'd be happy to explain the reasoning behind this in more detail if that would be helpful."

"Just so we're on the same page, our company policy does state that [explain policy]. Of course, if there's anything at all that's unclear, please don't hesitate to ask."

"We've found that following the policy of [explain policy] helps us provide the best service for everyone. May I take a moment to explain how this benefits our customers?"

"Regarding [topic], our company policy is [explain policy]. I know policies can sometimes be a bit tricky, so please feel free to ask any questions you might have."

Upselling or cross-selling scripts

Use these scripts for offering additional products or services to enhance the customer's experience.

"Based on your needs, you might also benefit from [product/service]. It can help you [benefit]."

"Did you know we also offer [product/service]? It complements your current purchase by [benefit]."

"I noticed you're using [product/service]. You might also be interested in our premium plan, which includes [features]."

"Based on your needs, I recommend upgrading to our [plan/account name]. This plan [short description of the benefits related to the caller's needs]."

Call monitoring or recording scripts

Use these scripts to advise customers that the call may be recorded or monitored by management

"Hello, and thank you for calling [Company Name]. This call may be recorded for quality assurance and training purposes."

"Thank you for calling [Company Name]. Please be aware that this call may be monitored for quality control."