

SAS Call Center Script: On-Call Answering Service

Operator

Thank you for calling Adams Dynamics, this is Gabby. How may I help you?

Caller

Who's on call this evening?

Operator

Let me check. That would be Chris Stratton.

Caller

Great. Can you have him call me? I'm at a site and my relief has not shown up yet. He's about 40 minutes late.

Operator

Okay I'm sorry to hear that. What is your name?

Caller

Tony Martin

Operator

And your phone number, Mr. Martin?

Caller

484-679-4148.

Operator

That's 484-679-4148?

Caller

Yes.

Operator

Okay and what is the name of the site that you are working?

Caller

Millersville Univeristy.

Operator

Tony I am going to send a text out to Chris and he will be calling you momentarily.

Caller

Thanks.

Operator

No problem! You have a great rest of your day and I hope your relief shows up soon!

Caller

Me too. Goodbye.

Operator

Goodbye.