Call center script template

Create a script to guide call center agents. Customize the following template by filling in the brackets. You can also adjust other areas of the script to suit your needs or to create scripts for various scenarios.

CHAMPIONS OF CUSTOMER SERVICE

zendesk

1 **Greet and verify the caller**

2 **Gather information**

3 **Empathize and investigate**

4 **Take action**

5 **Close out the call**