

Sample Call Center Script: Tax Attorney Specialty Firm

Tammy

ILB Tax Solutions. This is Tammy. How can I help you?

Gordon

Hey Tammy. I just received a letter from the IRS and it has me a bit concerned.

Tammy

Okay. Is the letter certified?

Gordon

Yes it was.

Tammy

Okay. Let me get a hold of Mr. Brown and see if he can help you.

Gordon

Thank you. Can he call me back right away?

Tammy

Actually, let me gather a few pieces of information and I can transfer your call directly to him.

Gordon

Oh, great.

Tammy

Alright, what is your name sir?

Gordon

It's Gordon Thomas. That's G-O-R-D-O-N T-H-O-M-A-S.

Tammy

Okay. I have Gordon Thomas, G-O-R-D-O-N T-H-O-M-A-S.

Gordon

Yes.

Tammy

Alright. And can I get a phone number in case he has to reach you.

Gordon

Sure. It's 610-265-1715.

Tammy

Alright. I have 610-265-1715.

Gordon

Yes.

Tammy

Alright. And Mr. Thomas, just to recap, you received a letter from the IRS, correct?

Gordon

Yeah, a certified letter.

Tammy

Okay. Please hold the line and I'll put you through to attorney Brown, please.

Gordon
Thank you.

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