

Call Center Method Inbound Call Script

(This script is designed to be use when someone calls in for the first time and they have NOT filled out an application or survey. You will use this mostly when someone is calling off a craigslist ad)

- Hello, this is (your name). How can I help you?
- Who am I speaking with? How did you hear about us?
- And where are you calling from? Great.

Let me tell you a little bit about the company.

We're a Business Software Product Company that has been operational in the US since 2008. We are currently looking to add a FEW representatives to our 24-hour multi-channel live inbound call system. The calls are all incoming so no cold calling or door to door type of sales. The pay is \$750 - \$1,500 per sale. Make 1 sale a day over 5-day work week \$2000 a week or double that and make over \$200,000 a year.

We also offer several other job opportunities. Some will be commission base, hourly, salary, production based, sale and non-sales jobs. It is based upon your skill sets, expertise, education, and credentials. I, myself, am personally tasked with manning up the call center, but if it is not a good fit then I can connect you with some other opportunities.

So, before I can go any further in this process and get an application out to you, I need to ask you a few quick questions. Now if you and I agree that there is value in us continuing this conversation we can move forward into the next step. Fair enough?

- Are you currently employed?

The reason I ask I that I want to move forward rather quickly. I just want to understand your time frame if we both decide this is a good fit. (If they are not looking to start quickly – Let them know “We are looking to get things started in the next few weeks.”)

- Do you have sales, marketing or customer service experience?
(Spend 1, 2 or 3 minutes with them here)

(A few questions to start)

- Do you have a computer with high speed internet?
- Do you a quiet space where you can receive calls?
- Do you have a dependable phone number?
- How would you rate your communication skills --scale 1-10?
- How many hours would you be able to work in a week? Let's say over a seven-day period.

(If the person sounds “iffy” or you can’t decide if they are a fit or not, ask them, “So what kind of opportunity were you looking for specifically?”)

Well great...

(Pause briefly)

So far, we like what we hear.

At this time, I would like to go ahead and send you an application. Once the application is filled out it will send you to an information webinar. It will show you how the software works, how the calls come in and then afterwards we can follow up and go over any questions. Do you have an email you would like me to send everything to? (Get their email address from them and get their full name. Verify their name and proper spelling).

Are we speaking on your cell phone? Great. I will send you a text as well to ensure you get the information. (verify cell number) (Do not use your personal cell number! Get a free google voice account to text)

(send them to <https://laurie.terrywilson3.net/jobs/> if you don't have an application of your own to send them to)

The webinar is about an hour in length and is in 2 different parts. This is going to answer about 95% of your questions. The webinar is also prerecorded. So, you can watch on your own time.

Our call center is open 24hrs a day. You can set your own daily schedule. You can work 4 or 12 hours a day you decide. The calls are all incoming so no outbound, cold calling or door to door type of sales. You will get a lot of training with all of this, but when people call you you're basically just answering questions about the software and the program. We keep it real simple and straight forward. No high-pressure sales. (exchange phone numbers)

Our software platform is a business lead generation and marketing product. It is used in a lot of different industries. Real estate, restaurants, travel, home security, insurance, education, churches etc... Now because some people have their own businesses, they sometimes review the program and want to buy the platform for themselves. You can always buy the platform if you like, but that is not something that is required to get started.

So, I will email everything to you and, if you would, just make a list of questions and call me back. Make sure you are at a computer, so I can show you how the calls are transferred and go over the 2nd part of the interview at the same time. (do a zoom.us meeting)

Oh, I almost forgot. The application is going to ask for the name of your agent – my name is (give your name). That ensures your application comes back to me.

Each video also will have a pass phrase at the end of each video. I will need those pass phrases for your follow up interview.

- When do you plan on watching the webinar?
Because once we find the FEW candidates we are looking for, we would like them to start immediately!

Talk to you later.

*** (If the person is not a good fit or they want the hourly and salary opportunities) ***

Well, as I mentioned I only handle interviews for the call center and it looks like you might be a better fit for some of our partners that provide hourly and salary positions.

I do not know what positions are open at this moment, but I will have them email you their information, so you may apply with them. Do you have an email you would like me to send everything to? (Get their email address from them and get their full name. Verify their name and proper spelling).

Ok. I will get this out and you should get emails over the next few days for different job offers.

Have a great day. (go to JobsSpeak.com and add their name and email)

Script Do Not's

Do not go off script

Do not let them take control – always come back to script

Do not try to be a comedian

Do not get into a personal conversation (stick to the script and get off the phone – 5 to 8 minutes)

Script Do's

Stay in control – (you ask the questions, not them)

Stay on the script – (If they pull you off the script find a place to get back on script, even if it is not in the exact order written)

Be Friendly

Talk with the caller not at the caller! – (Listen to them and build a little rapport, but don't invest too much time with someone you don't know will be a fit. This is a numbers game and you want to speak with as many people as you can)