

Call Center Simulation Sample Screens

Call Center Simulation

REPEAT CUSTOMER RESPONSE
? Help

Account Number:
 First Name:
 Last Name:
ENTER

Billing
Account History
Products and Services

| | |
|---|---|
| Cardholder Name Kim Cower Account Number 193-4756-89630 Address 7 Clipper Street City, State, Zip Code Marrisville, Oklahoma, 37864 Phone (826) 246-9247 | Account Activity April 9.....Called to activate card, Bronze card activated. June 12.....Called to request increase in available balance: Silver OmniCard issued. |
|---|---|

| | |
|---|--|
| Card type Silver Current annual interest rate 19.5% Number of active cards 1 Additional cardholders None Customer credit rating Good | |
|---|--|

Rate the effectiveness of each response
Use tabs to look up information before responding.

A. "I'm sorry, Ms. Cower. We have a Marrisville, Oklahoma address listed for your account."

B. "Have you recently moved, Ms. Cower?"

C. "Well, Ms. Cower, it appears we have the correct address. I'm not sure why your statement is late."

D. "We have the wrong address listed for your account. That explains the problem."

SUBMIT

Call in queue
Wednesday, June 30
Time Elapsed: 4 minutes

Call Center Simulation

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? Help

Account Number:
 First Name:
 Last Name:
ENTER

Billing
Account History
Products and Services

[Click Here for General Account History.](#)

Current Shipping Detail

| | |
|---|---|
| Product Taste of Memphis (Large) Quantity 1 Date ordered June 29 Shipping option Overnight | Ship to 68 Greenwood Ave. Northlake, NJ 78509 Product delivered June 30 - morning (a.m.) Signed for by None available |
|---|---|

Select the 4 key points you would tell Maria before she picks up the call
Additional information not required

- The customer is being unreasonable and has demanded to speak to her.
- The customer is upset and angry.
- The customer supplied the wrong address, and his order was there fore shipped to the wrong place.
- The customer's order was delivered, left on the front porch of his home, and destroyed by dogs.
- This is a repeat customer who has ordered from Gourmet Today before.
- The customer is demanding a full refund.
- The customer's order was sent to his home instead of his office.

SUBMIT

Call in queue
Wednesday, June 30
Time Elapsed: 7 minutes