

## CALL CENTER PRACTICE

Complete the conversation with there is or there are, then practice it with a partner.

**Agent (A):** Good morning. Thank you for calling XYZ Customer Support. My name is Sarah. How can I assist you today?

**Customer (C):** Hi Sarah. I'm experiencing some issues with my account. \_\_\_\_\_ anything you can do about?

**A:** Sure! and I'm sorry to hear that. Can you please provide me with your account number, so I can look into it?

**C:** Sure, my account number is 1234567.

**A:** Thank you for that. Let me check. (Agent reviews the account) I see that there was a recent payment discrepancy. Can you confirm if there \_\_\_\_\_ a payment made on your end?

**C:** Yes, I made a payment last week.

**A:** Thank you for confirming that. It appears the payment hasn't been applied yet. I'll investigate this further. Meanwhile, can you tell me if \_\_\_\_\_ any recent changes to your payment method?

**C:** Actually, yes, I updated my credit card information recently.

**A:** That might be the issue. It seems like \_\_\_\_\_ an issue with the update reflecting in our system. I'll initiate the update for you. In the meantime, \_\_\_\_\_ anything else I can assist you with today?

**C:** No, that should cover it for now. Thank you for your help.

**A:** You're welcome! If you have any more questions in the future, please don't hesitate to reach out. Have a great day.