

SCENE FROM A CALL CENTER

AGENT: Thank you for calling _____ (COMPANY NAME), my name is _____ (CELEBRITY). This call may be recorded for _____ (VERB ENDING IN -ING) purposes. How can I be of assistance today?

CUSTOMER: Yes, I bought one of your _____ (ADJECTIVE) _____ (PLURAL NOUN) and now it is constantly _____ (VERB ENDING IN -ING).

AGENT: I am happy to help you with that today. I'll need to _____ (VERB) a few _____ (PLURAL NOUN) to determine our next steps. First did you _____ (VERB) the _____ (NOUN)?

CUSTOMER: Yes, but when I did it seemed _____ (EMOTION) and started rapidly _____ (VERB ENDING IN -ING).

AGENT: Did you try pressing the button located directly under its _____ (NOUN)?

CUSTOMER: No. But I poured _____ (BEVERAGE) on it, hoping it would _____ (VERB). But that just made it even more _____ (EMOTION).

AGENT: That is a commonly reported issue. Do you have the product with you right now?

CUSTOMER: Yes. But it's currently trying to _____ (VERB) my _____ (PART OF THE BODY).

AGENT: I'm very sorry you're experiencing this problem. I will _____ (VERB) a field tech. Our next available appointment is in four _____ (MEASURE OF TIME) s. Will that work for you?

CUSTOMER: _____ (EXCLAMATION)! Thank you. That's such a relief.

AGENT: I'm glad I was able to help. Is there anything else I can _____ (VERB) for you today?

CUSTOMER: No, that's it. Thank you.

AGENT: My pleasure. Thank you for contacting us today. If you wouldn't mind, please stay on the line for a _____ (ADJECTIVE) survey to rate my _____ (NOUN).

