

Round Results Call & Message Scripts

This page contains all round results call and message scripts — covering how to communicate dispute outcomes, explain bureau responses, set expectations for next rounds, and handle client reactions.

This page contains all scripts for **Round Results Calls and Messages**. After each dispute round is completed and the bureau responses are received, CSRs are responsible for communicating the results to clients. This communication is one of the most important touchpoints in the client journey. Results calls should be warm, celebratory when possible, educational when needed, and always include a review request for clients who had a positive experience.

Round Results Communication Protocol

After each round of disputes is completed, the following process must be followed:

1. Attempt to call the client first - a live call creates the best experience
2. If no answer, leave a voicemail and immediately send the appropriate SMS
3. Share the results summary via email (sent automatically from the system)
4. Remind the client to log into their portal to view the full results
5. Send the review request SMS if results are positive
6. Log the results call attempt in GHL with outcome
7. Schedule follow-up in GHL for 7 days to check if client saw the email

Round 1 Results - No Answer Scripts

SMS - After No Answer on Round 1 Results Call

“ Hey [Name]! I just tried giving you a call to let you know your Round 1 dispute results are now available. We have also already sent out Round 2. You can view everything through the email we sent or by logging into your client portal. Have a great rest of your day!

SMS - After No Answer: Round 1 With No Movement Yet

Round 2 and Beyond - No Answer Scripts

SMS - After No Answer on Round 2 Results Call

“ Hey [Name]! I just tried giving you a call to let you know your Round 2 dispute results are now available. We have also already sent out Round 3. You can view everything through the email we sent or by logging into your client portal. Have a great rest of your day!

Review Request Scripts - After Positive Results

Always attempt to get a Google or BBB review when results are strong. These reviews are vital to Crowned Credit growth and credibility. Send the review request in the same message as the results notification when possible.

SMS - Review Request After Strong Round 1 Results (Google)

“ Hi [Name]! Just tried to give you a call to let you know your Round 1 Results have come back. You made an incredible improvement this round and it really shows we are moving in the right direction. I have attached the results for your review.

We have already sent your second round of disputes out so we will be sure to push for even more improvement. If you are happy with your experience so far, we would truly appreciate a quick 5-star review on Google.

Your feedback helps us grow and continue supporting amazing clients like you. Leave a review here: <https://g.page/r/CfPImaASkEdIEAI/review>

SMS - Review Request After Strong Results (BBB)

“ Hi [Name]! Just tried to give you a call to let you know your Round 1 Results have come back. Amazing job on your score jump! You made an incredible improvement this round and it really shows we are moving in the right direction. We have already sent your second round of disputes out so we will keep pushing. If you are happy with your experience so far, we would truly appreciate a quick 5-star review on the BBB. Leave a review here: <https://www.bbb.org/greensboro/review/1000046414/>

SMS - Review Request General (Google)

“ We love sharing our client wins so that we can reach even more people who need help with their credit. If you have a moment, please feel free to leave us a quick review - it means a lot to our team! Leave a review here: <https://g.page/r/CfPImaASkEdIEBM/review>

SMS - Review Request Mid Round 2 (Google)

“ Hi [Name]! Just wanted to see if you had a chance to review the results from last round. We are looking forward to your next update! Amazing job on your score improvement - you are moving in the right direction and we will keep pushing. If you are happy with your experience, we would truly appreciate a quick 5-star Google review. Leave a review here: <https://g.page/r/CfPImaASkEdIEAI/review>

Review Follow-Up Scripts

SMS - 1st Follow-Up on Review Request (Google)

*Hey [Name]! Hope everything is well. Just wanted to check in and see if you can spare a moment to write us that quick 5-star review on Google. We would truly and sincerely appreciate hearing from you. Just click the link below:
<https://g.page/r/CfPlmaASkEdIEBM/review>*

SMS - 1st Follow-Up on Review Request (BBB)

*“ Hi [Name]! Hope you have been doing well. Just a friendly follow-up on the BBB review we shared earlier. Your feedback genuinely means a lot to our team and we truly appreciate you taking a moment to share your experience:
<https://www.bbb.org/greensboro/review/1000046414/>*

SMS - Friday Review Follow-Up

*“ Happy Friday [Name]! Just wanted to follow up real quick on the Google review we mentioned before. If you happen to have a minute today, it would really mean a lot to us if you could share your experience with a quick 5-star review. It helps others who are looking for the same credit help find us. You can leave it here in under a minute:
<https://g.page/r/CfPlmaASkEdIEBM/review> - Thanks again and have a great weekend!*

BBB New Review Launch Script

“ We are excited to share that we were recently accredited with the BBB and are starting to collect our first reviews! If you have been satisfied with our service, we would truly appreciate a 5-star review here: <https://www.bbb.org/greensboro/review/1000046414/>

Live Phone Script - Delivering Round Results

Phone Script - Positive Results

Hi [Name]! This is [CSR Name] calling from Crowned Credit. How are you doing today? Great! I am calling because your Round [X] dispute results just came in and I wanted to share the good news personally.

This round, we were able to [describe results: remove X items, update X to positive, score went up X points]. That is real progress and it shows our strategy is working. We have already submitted Round [X+1] so the work continues.

Before I let you go, would you mind taking 60 seconds to leave us a quick Google review? Your experience can help someone else who is in the same situation you were in. I can text you the link right now if that is easier.

[Send review link.] Thank you so much, [Name]. We are going to keep pushing for you!

Phone Script - Minimal or No Movement Results

GHL Documentation After Results Call

“ RESULTS CALL - [DATE]

Round: [NUMBER]

CSR: [Your Name]

Call Outcome: Connected or No Answer

Items Removed This Round: [NUMBER]

Score Change: [UP/DOWN/FLAT] by [AMOUNT] if known

Review Request Sent: Yes or No

Client Reaction: [Brief description - positive, concerned, neutral]

Follow-Up Set: Yes - for [DATE]

Notes: [Any concerns, commitments, or important context]

Revision #9

Created 2026-03-23 18:28:29 UTC by Admin

Updated 2026-04-28 21:05:47 UTC by Admin