

Transcript: Estefania

Acevedo-4792107228250112-5393941869412352

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Car, my name's Stephanie. How can I assist you? Hi, Stephanie. I'm calling to make some changes and we got disconnected somehow. Okay. And, um, I don't wanna make the changes. Please just leave it like it is. Oh, um, you might have been on the phone with somebody else. Yes, I was. Um, it wasn't you. But we got disconnected somehow. I think my phone just dropped the call. Okay. Oh, were you guys working on something that I can help right now? Yes. We were working on adding my daughter, but I don't wanna add her now. She, she's got her own... With her employer. Oh, okay. Um, I'll let them know if you want 'cause- Hmm? I'll let the representative know if you want, that you don't wanna add the child anymore. Okay. That's all I wanted to... So don't add. Leave it just like it is. Okay. Thank you, ma'am. Uh-huh, thanks. You're welcome. Bye. Bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits in a Car, my name's Stephanie. How can I assist you?

Speaker speaker_2: Hi, Stephanie. I'm calling to make some changes and we got disconnected somehow.

Speaker speaker_1: Okay.

Speaker speaker_2: And, um, I don't wanna make the changes. Please just leave it like it is.

Speaker speaker_1: Oh, um, you might have been on the phone with somebody else.

Speaker speaker_2: Yes, I was. Um, it wasn't you. But we got disconnected somehow. I think my phone just dropped the call.

Speaker speaker_1: Okay. Oh, were you guys working on something that I can help right now?

Speaker speaker_2: Yes. We were working on adding my daughter, but I don't wanna add her now. She, she's got her own... With her employer.

Speaker speaker_1: Oh, okay. Um, I'll let them know if you want 'cause-

Speaker speaker_2: Hmm?

Speaker speaker_1: I'll let the representative know if you want, that you don't wanna add the child anymore.

Speaker speaker_2: Okay. That's all I wanted to... So don't add. Leave it just like it is.

Speaker speaker_1: Okay. Thank you, ma'am.

Speaker speaker_2: Uh-huh, thanks.

Speaker speaker_1: You're welcome. Bye.

Speaker speaker_2: Bye.