

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Hi. Yes, Stephanie. I'm calling... Um, my husband was supposed to finish his, um, benefits enrollment. Lord have mercy and I'm praying that, um, it's not too late. His name is Gregory L. Cannon. So, I would need verbal permission to get- Okay. ... in his files, um, from your husband. Okay. Just for the s- that, um, for security purposes and that the line's being recorded. Okay. He, and he's at work. He can't do the phone on the floor. Ah. We're open from 8:00 to 8:00. Okay, okay. Well, whenever he calls me at lunch on his... He normally calls me at this time. That's why I thought maybe, um, he would- Yeah. As long as we get a yes from him, you could even- Yeah. ... do a wait call him and then- Okay. ... from there we can take it. Okay. Good. We just need a yes from- Okay. Him, so... Okay. Awesome, awesome. I appreciate it. Thank you so much. You're welcome. Have a nice day. Okay. You too, dear. Thank you. All right. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Hi. Yes, Stephanie. I'm calling... Um, my husband was supposed to finish his, um, benefits enrollment. Lord have mercy and I'm praying that, um, it's not too late. His name is Gregory L. Cannon.

Speaker speaker_0: So, I would need verbal permission to get-

Speaker speaker_1: Okay.

Speaker speaker_0: ... in his files, um, from your husband.

Speaker speaker_1: Okay.

Speaker speaker_0: Just for the s- that, um, for security purposes and that the line's being recorded.

Speaker speaker_1: Okay. He, and he's at work. He can't do the phone on the floor. Ah.

Speaker speaker_0: We're open from 8:00 to 8:00.

Speaker speaker_1: Okay, okay. Well, whenever he calls me at lunch on his... He normally calls me at this time. That's why I thought maybe, um, he would-

Speaker speaker_0: Yeah. As long as we get a yes from him, you could even-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... do a wait call him and then-

Speaker speaker_1: Okay.

Speaker speaker_0: ... from there we can take it.

Speaker speaker_1: Okay. Good.

Speaker speaker_0: We just need a yes from-

Speaker speaker_1: Okay.

Speaker speaker_0: Him, so...

Speaker speaker_1: Okay. Awesome, awesome. I appreciate it. Thank you so much.

Speaker speaker_0: You're welcome. Have a nice day.

Speaker speaker_1: Okay. You too, dear. Thank you. All right. Bye-bye.