

Transcript: Francesca

Baez-5457955462266880-5294582019866624

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits ... My name is Francesca. How can I assist you today? Hello? Yes, sir. Yeah, this is Musa. Like, uh, I miss like message with, uh, Crown, Crown Study. Okay. What did the message say? They're like, we really like and some, something, I don't know. Uh... Okay. So I do apologize, we don't have access to those text messages, only you do. There is a couple of different ones that get sent out throughout the day, so I do need a coup- a little bit more from the message to try and figure out which one it was that was sent to you, please. Uh, give me one second, please. All right. Cancel benefit. Excuse me. Hello. Yes, sir. Cancel benefit. Okay, sir. 30 J, 30 J. Okay, sir. So I apologize. You said you called in regards to a text message you received. I do not have access to it. Are you stating that you're not calling to pull the text message, you're calling to cancel benefits, or are you seeing us what the text message says? The text message is with Crown, Crown Study. I understand, sir, but I need you to read the text message for me to assist you, unless you're just calling to cancel the benefit. But in order for me to help you to know what that specific text message is in regards to, I need you to read it to me because I do not have access to it. Okay. I'll be, I'll be call you back. Understood. We're gonna be open 8:00 AM to 8:00 PM Monday through Fridays Eastern time. Okay, thank you. Thank you. Have a wonderful rest of your day. Yeah, you ...

Conversation Format

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

Speaker speaker_1: Hello?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Yeah, this is Musa. Like, uh, I miss like message with, uh, Crown, Crown Study.

Speaker speaker_0: Okay. What did the message say?

Speaker speaker_1: They're like, we really like and some, something, I don't know. Uh...

Speaker speaker_0: Okay. So I do apologize, we don't have access to those text messages, only you do. There is a couple of different ones that get sent out throughout the day, so I do need a coup- a little bit more from the message to try and figure out which one it was that was

sent to you, please.

Speaker speaker_1: Uh, give me one second, please.

Speaker speaker_0: All right.

Speaker speaker_1: Cancel benefit.

Speaker speaker_0: Excuse me.

Speaker speaker_1: Hello.

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Cancel benefit.

Speaker speaker_0: Okay, sir.

Speaker speaker_1: 30 J, 30 J.

Speaker speaker_0: Okay, sir. So I apologize. You said you called in regards to a text message you received. I do not have access to it. Are you stating that you're not calling to pull the text message, you're calling to cancel benefits, or are you seeing us what the text message says?

Speaker speaker_1: The text message is with Crown, Crown Study.

Speaker speaker_0: I understand, sir, but I need you to read the text message for me to assist you, unless you're just calling to cancel the benefit. But in order for me to help you to know what that specific text message is in regards to, I need you to read it to me because I do not have access to it.

Speaker speaker_1: Okay. I'll be, I'll be call you back.

Speaker speaker_0: Understood. We're gonna be open 8:00 AM to 8:00 PM Monday through Fridays Eastern time.

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: Thank you. Have a wonderful rest of your day.

Speaker speaker_1: Yeah, you ...