

Transcript: Francesca

Baez-5586078848434176-5094793242918912

Full Transcript

Hello. Your call may be monitored or recorded for quality assurance purposes. Hold on, hold on. Yes, sir. Good morning. My name is Francesca. I'm benefiting from a call, looking to speak with Ms. Daley on behalf of- Hi. ... external employees. Yes, this is Tanya. Yes, Ms. Tanya. Um, IT looked into it. They said on our side, nothing seems to be wrong, but they will suggest changing your password- Okay. ... to a more secure one. But do it- Okay. ... like you go into your browser, and you yourself put in the website itself. Yeah. Don't use any links from any of those emails- Okay. ... just in case. Okay. All right. I'll do it. And now you have a- So everything looks okay then? Yes, ma'am. Okay. I'll change my password. I appreciate you letting me know, though. Of course. If anything else, feel free to give us a callback. I hope you have a wonderful rest of your day. Thank you. You, too. My pleasure. Bye-bye. All right. Bye-bye.

Conversation Format

Speaker speaker_0: Hello.

Speaker speaker_1: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_0: Hold on, hold on. Yes, sir.

Speaker speaker_2: Good morning. My name is Francesca. I'm benefiting from a call, looking to speak with Ms. Daley on behalf of-

Speaker speaker_0: Hi.

Speaker speaker_2: ... external employees.

Speaker speaker_0: Yes, this is Tanya.

Speaker speaker_2: Yes, Ms. Tanya. Um, IT looked into it. They said on our side, nothing seems to be wrong, but they will suggest changing your password-

Speaker speaker_0: Okay.

Speaker speaker_2: ... to a more secure one. But do it-

Speaker speaker_0: Okay.

Speaker speaker_2: ... like you go into your browser, and you yourself put in the website itself.

Speaker speaker_0: Yeah.

Speaker speaker_2: Don't use any links from any of those emails-

Speaker speaker_0: Okay.

Speaker speaker_2: ... just in case.

Speaker speaker_0: Okay. All right. I'll do it.

Speaker speaker_2: And now you have a-

Speaker speaker_0: So everything looks okay then?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_0: Okay. I'll change my password. I appreciate you letting me know, though.

Speaker speaker_2: Of course. If anything else, feel free to give us a callback. I hope you have a wonderful rest of your day.

Speaker speaker_0: Thank you. You, too.

Speaker speaker_2: My pleasure. Bye-bye.

Speaker speaker_0: All right. Bye-bye.