

## **Transcript: Franchesca**

**Baez-5834227617808384-6469410599649280**

### **Full Transcript**

Thank you for calling Benefits in No Time. My name is Francesca. How can I assist you today? Hi there. Uh, I would like to speak to Pamela please. Sure thing, sir. Um, before, checking to see if she's available, was there anything that I can assist you with specifically or did you need to speak with her? I'd prefer to speak with her because there's a lot of information involved and I don't want to go over it again. She told me I could call back- Mm-hmm. ... and ask for her. Understood. Grant me one moment. I'm going to check to see if she's available, okay? Thank you so much. Of course. All right sir, bear with me one moment. I'll go ahead and get you transferred over to her. Thank you so much. Of course. One second.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits in No Time. My name is Francesca. How can I assist you today?

Speaker speaker\_1: Hi there. Uh, I would like to speak to Pamela please.

Speaker speaker\_0: Sure thing, sir. Um, before, checking to see if she's available, was there anything that I can assist you with specifically or did you need to speak with her?

Speaker speaker\_1: I'd prefer to speak with her because there's a lot of information involved and I don't want to go over it again. She told me I could call back-

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: ... and ask for her.

Speaker speaker\_0: Understood. Grant me one moment. I'm going to check to see if she's available, okay?

Speaker speaker\_1: Thank you so much.

Speaker speaker\_0: Of course. All right sir, bear with me one moment. I'll go ahead and get you transferred over to her.

Speaker speaker\_1: Thank you so much.

Speaker speaker\_0: Of course. One second.