Transcript: Franchesca Baez-6178102436478976-4640960283459584

Full Transcript

Your call may be... Thank you for call... ... monitored or recorded for quality assurance purposes. I'm sorry, I didn't get that. Please speak or enter your seven-digit client ID. 817-9425. Is that correct? Say yes or press one, or say no- Yes. ... or press two. Welcome, which I- Sorry, let's try again. Which language would you like interpreted? For Brazilian Portuguese press or say one, for Arabic press or say two. You have selected Arabic. Did I get that correct? Please hold while I locate your interpreter. Hello. Thank you for calling. This is your Arabic interpreter, 401018. How may I help you? All right, bear with me one moment. I have a customer that speaks Arabic on the line. I'll go ahead and patch you in with us. Sure. Thank you. Mr. Sirki, I have a Arabic translator with us. Yeah. . . Okay. Yes, you may go ahead. You said you received a text message today and would like to enroll into the health insurance AG Staffing offers, correct? . . AG Staffing. Uh, w- was... Is this one health insurance? Yes. . So this is- . Oh, she's saying, he's saying, "Oh, is this health insurance? I thought I was applying for a new job." Oh, no, it's for health insurance. . . Mm-hmm. Because I received a message, like a congratulations message to speak with this phone number and with AG Staffing. Oh, no, sir. Um, if you're not in- interested in the health insurance, you can simply ignore the message. AG Staffing will reach out to you directly when they do have a job for you. . . Um, yeah, uh, uh, I was just, like, hoping that I would have a new position with a job, but that's all. Understood. Have a great day then. Okay. . Okay. Thank you. Okay. Bye. My pleasure. . Thank you, ma'am. Have a great day. Thank you. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: Your call may be...

Speaker speaker_1: Thank you for call...

Speaker speaker_0: ... monitored or recorded for quality assurance purposes.

Speaker speaker_1: I'm sorry, I didn't get that. Please speak or enter your seven-digit client ID. 817-9425. Is that correct? Say yes or press one, or say no-

Speaker speaker_2: Yes.

Speaker speaker_1: ... or press two. Welcome, which I- Sorry, let's try again. Which language would you like interpreted? For Brazilian Portuguese press or say one, for Arabic press or say two. You have selected Arabic. Did I get that correct? Please hold while I locate your interpreter.

Speaker speaker_3: Hello. Thank you for calling. This is your Arabic interpreter, 401018. How may I help you?

Speaker speaker_1: All right, bear with me one moment. I have a customer that speaks Arabic on the line. I'll go ahead and patch you in with us.

Speaker speaker_3: Sure.

Speaker speaker_1: Thank you. Mr. Sirki, I have a Arabic translator with us.

Speaker speaker_4: Yeah.

Speaker speaker_5: .

Speaker speaker_4: .

Speaker speaker_5: Okay. Yes, you may go ahead.

Speaker speaker_1: You said you received a text message today and would like to enroll into the health insurance AG Staffing offers, correct?

Speaker speaker_5: .

Speaker speaker_4: .

Speaker speaker_1: AG Staffing.

Speaker speaker_5: Uh, w- was... Is this one health insurance?

Speaker speaker_1: Yes.

Speaker speaker_5: .

Speaker speaker_1: So this is-

Speaker speaker_4: .

Speaker speaker_5: Oh, she's saying, he's saying, "Oh, is this health insurance? I thought I was applying for a new job."

Speaker speaker_1: Oh, no, it's for health insurance.

Speaker speaker_5: .

Speaker speaker_4: .

Speaker speaker_5: Mm-hmm. Because I received a message, like a congratulations message to speak with this phone number and with AG Staffing.

Speaker speaker_1: Oh, no, sir. Um, if you're not in- interested in the health insurance, you can simply ignore the message. AG Staffing will reach out to you directly when they do have a job for you.

Speaker speaker_5: .

Speaker speaker_4: .

Speaker speaker_5: Um, yeah, uh, uh, I was just, like, hoping that I would have a new position with a job, but that's all.

Speaker speaker_1: Understood. Have a great day then.

Speaker speaker_5: Okay. .

Speaker speaker_4: Okay. Thank you. Okay. Bye.

Speaker speaker_1: My pleasure.

Speaker speaker_5: .

Speaker speaker_1: Thank you, ma'am. Have a great day.

Speaker speaker_5: Thank you. Bye-bye.

Speaker speaker_1: Bye.