

Transcript: Francesca

Baez-6518554388250624-5289609626042368

Full Transcript

Hello, ma'am. My name is Francesca. How can I assist you today? Yes, hi. Um, I would like to cancel my, um, benefits please. Of course, what staffing company do you work with? Uh, Carlton. And what are the social and the last name, please? 8691. And what else did you ask for, I'm sorry? The last name. Cazares. Please verify your billing address and date of birth to make sure I'm on the right account. Sure, 2301 Fountain View, uh, Apartment 19, Houston, Texas 77057. And what is that date of birth, ma'am? Oh, I'm sorry. 08/09/74. We have a desk phone number to reach you down as 832-790-2964? Yes. Can we have your email down as norma_laa@yahoo.com? Yes, that's correct. And for the purpose of my line being recorded, you stated today you would like to cancel your coverage with Carlton Staffing, correct? Yes. That's right. Uh, when I put in the request, "Please keep in mind our cancellations take seven to ten business days to process, and you may experience one or two more deductions while it's being completed." Oh, I wasn't told that, but okay, that's fine. Was there anything else we can assist you with today? Uh, w- what... You already said this but just to confirm, you said it will take another paycheck or two before I see it on my own? Yes, ma'am. Mm-hmm. Yeah. Okay. No, no that will be all. Thank you. Of course, I hope you have a wonderful rest of your day, and thank you for calling Benefits in a Cart today. Thank you. Have a good one. Mm-hmm. Bye.

Conversation Format

Speaker speaker_0: Hello, ma'am. My name is Francesca. How can I assist you today?

Speaker speaker_1: Yes, hi. Um, I would like to cancel my, um, benefits please.

Speaker speaker_0: Of course, what staffing company do you work with?

Speaker speaker_1: Uh, Carlton.

Speaker speaker_0: And what are the social and the last name, please?

Speaker speaker_1: 8691. And what else did you ask for, I'm sorry?

Speaker speaker_0: The last name.

Speaker speaker_1: Cazares.

Speaker speaker_0: Please verify your billing address and date of birth to make sure I'm on the right account.

Speaker speaker_1: Sure, 2301 Fountain View, uh, Apartment 19, Houston, Texas 77057.

Speaker speaker_0: And what is that date of birth, ma'am?

Speaker speaker_1: Oh, I'm sorry. 08/09/74.

Speaker speaker_0: We have a desk phone number to reach you down as 832-790-2964?

Speaker speaker_1: Yes.

Speaker speaker_0: Can we have your email down as norma_laa@yahoo.com?

Speaker speaker_1: Yes, that's correct.

Speaker speaker_0: And for the purpose of my line being recorded, you stated today you would like to cancel your coverage with Carlton Staffing, correct?

Speaker speaker_1: Yes. That's right.

Speaker speaker_0: Uh, when I put in the request, "Please keep in mind our cancellations take seven to ten business days to process, and you may experience one or two more deductions while it's being completed."

Speaker speaker_1: Oh, I wasn't told that, but okay, that's fine.

Speaker speaker_0: Was there anything else we can assist you with today?

Speaker speaker_1: Uh, w- what... You already said this but just to confirm, you said it will take another paycheck or two before I see it on my own?

Speaker speaker_0: Yes, ma'am. Mm-hmm.

Speaker speaker_1: Yeah. Okay. No, no that will be all. Thank you.

Speaker speaker_0: Of course, I hope you have a wonderful rest of your day, and thank you for calling Benefits in a Cart today.

Speaker speaker_1: Thank you. Have a good one.

Speaker speaker_0: Mm-hmm. Bye.