

Transcript: Justin

Mills-4519819072290816-6313615149809664

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hi. Um, can I speak to Pamela, please? Um, may I ask who's calling? She gave me a call. I was re- uh, this is Alydia Ortiz. I was returning her call. Okay. Let me see if she's available. Bear with me one second, okay? Thank you. You're welcome. Hello, Alydia. Are you still there? Yes. Awesome. Thank you so much for holding. So she just got on a call. Um, she can call you back whenever she gets done with that call she just took. Okay. Okay. Um, but is there anything else- Mm-hmm. Why me? ... I could assist you with today? Did you want me to leave my number or she has it? Um, yeah, what's that telephone number so I can go ahead and send her a message? It's 925- Mm-hmm. ... 628-7320. And just to confirm, 925-628-7320. 9-... um, 925-628-7320. Yes. Okay, so I'll go ahead and pass along that message and we'll have Pamela give you a call back. Okay, Alydia? All righty. Thank you so much. You're welcome. You have a great day, okay? Okay. Have a merry Christmas. You as well. Bye-bye. Thank you.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker_2: Hi. Um, can I speak to Pamela, please?

Speaker speaker_1: Um, may I ask who's calling?

Speaker speaker_2: She gave me a call. I was re- uh, this is Alydia Ortiz. I was returning her call.

Speaker speaker_1: Okay. Let me see if she's available. Bear with me one second, okay?

Speaker speaker_2: Thank you.

Speaker speaker_1: You're welcome. Hello, Alydia. Are you still there?

Speaker speaker_2: Yes.

Speaker speaker_1: Awesome. Thank you so much for holding. So she just got on a call. Um, she can call you back whenever she gets done with that call she just took.

Speaker speaker_2: Okay.

Speaker speaker_1: Okay. Um, but is there anything else-

Speaker speaker_2: Mm-hmm. Why me?

Speaker speaker_1: ... I could assist you with today?

Speaker speaker_2: Did you want me to leave my number or she has it?

Speaker speaker_1: Um, yeah, what's that telephone number so I can go ahead and send her a message?

Speaker speaker_2: It's 925-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: ... 628-7320.

Speaker speaker_1: And just to confirm, 925-628-7320.

Speaker speaker_2: 9-... um, 925-628-7320. Yes.

Speaker speaker_1: Okay, so I'll go ahead and pass along that message and we'll have Pamela give you a call back. Okay, Alydyia?

Speaker speaker_2: All righty. Thank you so much.

Speaker speaker_1: You're welcome. You have a great day, okay?

Speaker speaker_2: Okay. Have a merry Christmas.

Speaker speaker_1: You as well. Bye-bye.

Speaker speaker_2: Thank you.