

Transcript: Malcolm

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Full Transcript

This is from Benefits and a Card. This is Malcolm. How can I help you? Hi. My name is Michael Turner. How are you doing today? I'm doing good. How about you? I'm good. I'm doing pretty good. Thanks so much for asking. How can I help you today? I am calling because I had just called the Benefits and a Card, and I spoke with a woman who said that she was going to email me my cards and I haven't received the email yet. All right. What staffing company do you work for? BGSS. The last four of your Social? 7140. First name? Michael. Last name? Turner. Let's see. For security purposes, can you verify your address and date of birth for me? Yeah. Excuse me. Um, my address is 724 North Denny Street, Indianapolis, Indiana 46201, and my date of birth is September 20th, 1997. Thank you. So we got your phone number, 463-867-1454? You're welcome. That's, that's great, yep. And I get email at turnerdesign11@gmail.com? That's correct. Thank you. You're welcome. I hope I'm not being unruly before I get those cards for you. Not at all. Thank you so much. No problem. Thank you. Thank you. H- are you there, Mr. Turner? What's that? I'm sorry? I was asking if you were there. Yeah, I... And I got that email. I really appreciate you so much. No problem, Mr. Turner. Was there anything else I could help you with today? Nope, that's it. I hope you have a great rest of your day. I hope you do as well. Thank you. Thank you so much. Have a great one. Bye.

Conversation Format

Speaker speaker_0: This is from Benefits and a Card. This is Malcolm. How can I help you?

Speaker speaker_1: Hi. My name is Michael Turner. How are you doing today?

Speaker speaker_0: I'm doing good. How about you?

Speaker speaker_1: I'm good. I'm doing pretty good. Thanks so much for asking.

Speaker speaker_0: How can I help you today?

Speaker speaker_1: I am calling because I had just called the Benefits and a Card, and I spoke with a woman who said that she was going to email me my cards and I haven't received the email yet.

Speaker speaker_0: All right. What staffing company do you work for?

Speaker speaker_1: BGSS.

Speaker speaker_0: The last four of your Social?

Speaker speaker_1: 7140.

Speaker speaker_0: First name?

Speaker speaker_1: Michael.

Speaker speaker_0: Last name?

Speaker speaker_1: Turner.

Speaker speaker_0: Let's see. For security purposes, can you verify your address and date of birth for me?

Speaker speaker_1: Yeah. Excuse me. Um, my address is 724 North Denny Street, Indianapolis, Indiana 46201, and my date of birth is September 20th, 1997.

Speaker speaker_0: Thank you. So we got your phone number, 463-867-1454?

Speaker speaker_1: You're welcome. That's, that's great, yep.

Speaker speaker_0: And I get email at turnerdesign11@gmail.com?

Speaker speaker_1: That's correct.

Speaker speaker_0: Thank you.

Speaker speaker_1: You're welcome.

Speaker speaker_0: I hope I'm not being unruly before I get those cards for you.

Speaker speaker_1: Not at all. Thank you so much.

Speaker speaker_0: No problem. Thank you.

Speaker speaker_1: Thank you.

Speaker speaker_0: H- are you there, Mr. Turner?

Speaker speaker_1: What's that? I'm sorry?

Speaker speaker_0: I was asking if you were there.

Speaker speaker_1: Yeah, I... And I got that email. I really appreciate you so much.

Speaker speaker_0: No problem, Mr. Turner. Was there anything else I could help you with today?

Speaker speaker_1: Nope, that's it. I hope you have a great rest of your day.

Speaker speaker_0: I hope you do as well. Thank you.

Speaker speaker_1: Thank you so much. Have a great one. Bye.