

## **Transcript: Pamela**

**Blanc-5587682990669824-6467422819631104**

### **Full Transcript**

Pamela speaking. How may I help you? Yes, ma'am. This is Jamal Ford. I'm with Carlton, Carlton Testing. I was calling about the benefits. All right. Um, what's the last four digits of your social? Three, nine, 18. Three, nine, 18? Yes, ma'am. Can you repeat your name for me please? Three, nine, 18. Your first and last name, sir. Jamal Ford. When did you start working for them? Sorry? When did you started working for them? Wednesday. Okay. So we have not received yet your information from them. Now, if you're willing to provide the personal information, we could go ahead and create a file for you. If not, you could give us a call back, I would say, Tuesday or next Wednesday and we should have your information in the system. Okay. All right, give me... Are you gonna call back Tuesday or Wednesday? You said it'd take about a week anyway. No problem. Okay. You could give us a call, have a great rest of the day. Yes, ma'am.

### **Conversation Format**

Speaker speaker\_0: Pamela speaking. How may I help you?

Speaker speaker\_1: Yes, ma'am. This is Jamal Ford. I'm with Carlton, Carlton Testing. I was calling about the benefits.

Speaker speaker\_0: All right. Um, what's the last four digits of your social?

Speaker speaker\_1: Three, nine, 18.

Speaker speaker\_0: Three, nine, 18?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Can you repeat your name for me please?

Speaker speaker\_1: Three, nine, 18.

Speaker speaker\_0: Your first and last name, sir.

Speaker speaker\_1: Jamal Ford.

Speaker speaker\_0: When did you start working for them?

Speaker speaker\_1: Sorry?

Speaker speaker\_0: When did you started working for them?

Speaker speaker\_1: Wednesday.

Speaker speaker\_0: Okay. So we have not received yet your information from them. Now, if you're willing to provide the personal information, we could go ahead and create a file for you. If not, you could give us a call back, I would say, Tuesday or next Wednesday and we should have your information in the system.

Speaker speaker\_1: Okay. All right, give me... Are you gonna call back Tuesday or Wednesday? You said it'd take about a week anyway.

Speaker speaker\_0: No problem.

Speaker speaker\_1: Okay.

Speaker speaker\_0: You could give us a call, have a great rest of the day.

Speaker speaker\_1: Yes, ma'am.