

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and Apartments. This is Pamela speaking, how may I help you? Hi. I can't hear you actually. Can you... Hello? Yes, I'm here. I'm ... Yes, what's your name, ma'am? Can you hear me? ... Hello? Hello? Can you hear me? Yes. Now I can hear you. What's your name, ma'am? My name is Pamela. Pamela. Hi. Eh, my name is Jihan and I work with, uh, CoWorks and they changed our insurance but I didn't get yet the card or the information and I have appointment on that area. Can I give you any infor- Can I help you today in any way? Yes. Um, we do not... uh, give me one second. Let me provide you with the right telephone number. Would you like me to transfer you? Yes, if you please. Let me know when you're ready. Uh, I'm ready. It's 833... 833. 599... 599. 2831. 2831. So this is the new insurance with, uh, with them? We do not... we do not work with CoWorks anymore. Okay. Okay. Thank you so much. Thank you. Have a good day. Thank you for giving ... have with whoever is listening. Thank you. 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 Apartments. This is Pamela speaking, how may I help you?

Speaker speaker_2: Hi. I can't hear you actually. Can you... Hello?

Speaker speaker_1: Yes, I'm here. I'm ...

Speaker speaker_2: Yes, what's your name, ma'am?

Speaker speaker_1: Can you hear me? ... Hello?

Speaker speaker_2: Hello?

Speaker speaker_1: Can you hear me?

Speaker speaker_2: Yes. Now I can hear you. What's your name, ma'am?

Speaker speaker_1: My name is Pamela.

Speaker speaker_2: Pamela. Hi. Eh, my name is Jihan and I work with, uh, CoWorks and they changed our insurance but I didn't get yet the card or the information and I have appointment

on that area. Can I give you any infor-

Speaker speaker_1: Can I help you today in any way?

Speaker speaker_2: Yes.

Speaker speaker_1: Um, we do not... uh, give me one second. Let me provide you with the right telephone number. Would you like me to transfer you?

Speaker speaker_2: Yes, if you please.

Speaker speaker_1: Let me know when you're ready.

Speaker speaker_2: Uh, I'm ready.

Speaker speaker_1: It's 833...

Speaker speaker_2: 833.

Speaker speaker_1: 599...

Speaker speaker_2: 599.

Speaker speaker_1: 2831.

Speaker speaker_2: 2831. So this is the new insurance with, uh, with them?

Speaker speaker_1: We do not... we do not work with CoWorks anymore.

Speaker speaker_2: Okay. Okay. Thank you so much. Thank you. Have a good day.

Speaker speaker_1: Thank you for giving ... have with whoever is listening.

Speaker speaker_2: Thank you. Thank you.