

## **Transcript: Pamela**

**Blanc-6556450608037888-6379191536369664**

### **Full Transcript**

Hola? Yeah. Is this... Hello? Hello? Hello? Yes. I am trying to reach somebody to cancel benefits. Okay. Uh, my name is Pamela. May I have the last, uh, four digits of your social and the staffing agency that you work for? Okay, fantastic. I was just really making sure that I had reached the correct person, um, and the right phone number. I am w- actually with Third Staffing, and I am one of the workforce managers on site. And I had an associate who said that she couldn't reach anybody whenever she called this phone number, so I was just following through to make sure that this phone number did reach the right people. So I think I've confirmed... You want to confirm? I've confirmed that, and I just, like I said- ... I was following up to make sure the associate was correct on, or incorrect. You know what I mean, right? We here from 8:00 AM to 8:00 PM Eastern Time. Maybe they calling out of office. Okay, out... I will make a note of that. Thank you, ma'am. I appreciate you. All right, thank you. Have a good one. Thank you. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Hola?

Speaker speaker\_1: Yeah. Is this... Hello? Hello?

Speaker speaker\_0: Hello?

Speaker speaker\_1: Yes. I am trying to reach somebody to cancel benefits.

Speaker speaker\_0: Okay. Uh, my name is Pamela. May I have the last, uh, four digits of your social and the staffing agency that you work for?

Speaker speaker\_1: Okay, fantastic. I was just really making sure that I had reached the correct person, um, and the right phone number. I am w- actually with Third Staffing, and I am one of the workforce managers on site. And I had an associate who said that she couldn't reach anybody whenever she called this phone number, so I was just following through to make sure that this phone number did reach the right people. So I think I've confirmed...

Speaker speaker\_0: You want to confirm?

Speaker speaker\_1: I've confirmed that, and I just, like I said- ... I was following up to make sure the associate was correct on, or incorrect. You know what I mean, right?

Speaker speaker\_0: We here from 8:00 AM to 8:00 PM Eastern Time. Maybe they calling out of office.

Speaker speaker\_1: Okay, out... I will make a note of that. Thank you, ma'am. I appreciate you.

Speaker speaker\_0: All right, thank you.

Speaker speaker\_1: Have a good one.

Speaker speaker\_0: Thank you.

Speaker speaker\_1: Bye-bye.