

Transcript: Pearl

Rojas-5410322645041152-4929964266799104

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon. Thank you for calling Benefits and a Card. My name is Pearl. Who may I have the pleasure of speaking with? Um, this is Ruben Carrillo. Um, this isn't... Uh, what number am I calling? I'm not calling in the OnTrack ho- office, company, I mean? No, sir. This is Benefits and a Card. 'Scuse me? No, sir. This is Benefits and a Card. We do the healthcare for OnTrack. Oh, healthcare? Yes. Oh, um, I was just calling because I'm here at the office. There's nobody here and I'm, um, I was running a little bit late. There's no... You can't help me out with any, any of my questions? Um, no, sir. You would have to speak to them right there at the office. We just do the healthcare, the medical insurance. Okay, ma'am. Thank you. No problem. Have a great day. You too.

Conversation Format

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

Speaker speaker_1: Hi, good afternoon. Thank you for calling Benefits and a Card. My name is Pearl. Who may I have the pleasure of speaking with?

Speaker speaker_2: Um, this is Ruben Carrillo. Um, this isn't... Uh, what number am I calling? I'm not calling in the OnTrack ho- office, company, I mean?

Speaker speaker_1: No, sir. This is Benefits and a Card.

Speaker speaker_2: 'Scuse me?

Speaker speaker_1: No, sir. This is Benefits and a Card. We do the healthcare for OnTrack.

Speaker speaker_2: Oh, healthcare?

Speaker speaker_1: Yes.

Speaker speaker_2: Oh, um, I was just calling because I'm here at the office. There's nobody here and I'm, um, I was running a little bit late. There's no... You can't help me out with any, any of my questions?

Speaker speaker_1: Um, no, sir. You would have to speak to them right there at the office. We just do the healthcare, the medical insurance.

Speaker speaker_2: Okay, ma'am. Thank you.

Speaker speaker_1: No problem. Have a great day.

Speaker speaker_2: You too.