

Transcript: VICTORIA

Taylor-5486776129601536-6371411348865024

Full Transcript

Thank you for calling the Benefit Center Card. This is Vatoria. How can I help you? Hi. My name is Ash from Repay. I am calling on behalf of Bradford County on a recorded line. May I speak with your accounts receivable or anybody that can help with an invo- invoice? Um, I don't have anyone available at this moment. You've actually reached the customer service department. I believe that department has already left for the day. Is there any way I could leave them a voicemail by chance? I don't have a way of sending you... I don't even... I don't think there's a way we can leave a voicemail. I can take a message down and try to send it to the correct department. Do you have like a good contact number that they can reach you at? Absolutely. Um, our callback number is going to be 801-762-8772. Okay. Let's see. Give me one second. You said you're Ash from... Is it Ashley or Ash? Ash. Okay. From Repay. You're calling on behalf of, what was it- Bradford. ... Bradford County? Yes, ma'am. Okay. I'm just making sure I get this right. So you would like to speak to someone in account receivable? Hello? Hello? Hello, are you still there?

Conversation Format

Speaker speaker_0: Thank you for calling the Benefit Center Card. This is Vatoria. How can I help you?

Speaker speaker_1: Hi. My name is Ash from Repay. I am calling on behalf of Bradford County on a recorded line. May I speak with your accounts receivable or anybody that can help with an invo- invoice?

Speaker speaker_0: Um, I don't have anyone available at this moment. You've actually reached the customer service department. I believe that department has already left for the day.

Speaker speaker_1: Is there any way I could leave them a voicemail by chance?

Speaker speaker_0: I don't have a way of sending you... I don't even... I don't think there's a way we can leave a voicemail. I can take a message down and try to send it to the correct department. Do you have like a good contact number that they can reach you at?

Speaker speaker_1: Absolutely. Um, our callback number is going to be 801-762-8772.

Speaker speaker_0: Okay. Let's see. Give me one second. You said you're Ash from... Is it Ashley or Ash?

Speaker speaker_1: Ash.

Speaker speaker_0: Okay. From Repay. You're calling on behalf of, what was it-

Speaker speaker_1: Bradford.

Speaker speaker_0: ... Bradford County?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. I'm just making sure I get this right. So you would like to speak to someone in account receivable? Hello? Hello? Hello, are you still there?