

Transcript: VICTORIA

Taylor-5809381298880512-5406917898747904

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hello, this is Victoria. How can I help you? Hey, uh... Uh, this is Leticia. Uh, they sent me the message that I need to call this number. Okay. Uh, what's the name of the agency you work for? Uh, Grounds? I'm sorry, what was the name of the agency? Oh, it's Ground. Ground? Yeah, Ground. Okay. What's the last four of your social? 4905. 4905? Yeah. Okay. And your first and last name? Leticia Mukano. Would you mind spelling your first and last name for me? It's L-E-T-I-C-I-A. That's the first name. And the last name is M-U-K-A N-O H-E-L-I. Okay, I'm sorry. I'm not understanding. Last name is M-O-U-K-A- No, the last is M-U-K-A... I'm sorry, it sounds like the phone broke up. It's M-U-K-A- E-L-I. ... B-L-I? Yes. I'm sorry, we have a bad connection. Did you say M-U-K-A-E-L-I? Hello? Can you hear me? Hello? No. - I'm sorry.

Conversation Format

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

Speaker speaker_1: Hello, this is Victoria. How can I help you?

Speaker speaker_2: Hey, uh... Uh, this is Leticia. Uh, they sent me the message that I need to call this number.

Speaker speaker_1: Okay. Uh, what's the name of the agency you work for?

Speaker speaker_2: Uh, Grounds?

Speaker speaker_1: I'm sorry, what was the name of the agency?

Speaker speaker_2: Oh, it's Ground.

Speaker speaker_1: Ground?

Speaker speaker_2: Yeah, Ground.

Speaker speaker_1: Okay. What's the last four of your social?

Speaker speaker_2: 4905.

Speaker speaker_1: 4905?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. And your first and last name?

Speaker speaker_2: Leticia Mukano.

Speaker speaker_1: Would you mind spelling your first and last name for me?

Speaker speaker_2: It's L-E-T-I-C-I-A. That's the first name. And the last name is M-U-K-A-N-O H-E-L-I.

Speaker speaker_1: Okay, I'm sorry. I'm not understanding. Last name is M-O-U-K-A-

Speaker speaker_2: No, the last is M-U-K-A...

Speaker speaker_1: I'm sorry, it sounds like the phone broke up. It's M-U-K-A-

Speaker speaker_2: E-L-I.

Speaker speaker_1: ... B-L-I?

Speaker speaker_2: Yes.

Speaker speaker_1: I'm sorry, we have a bad connection. Did you say M-U-K-A-E-L-I? Hello? Can you hear me? Hello?

Speaker speaker_2: No. -

Speaker speaker_1: I'm sorry.