

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? So, my name is Alexander and I'm calling you, um, about, um, my... about a message. So, I have a message from your company that, uh, I missed a payroll deduction. So, I just try to understand how can I make a payment? Okay. Um, you could do it for me over the phone. Uh. You want to go ahead and do that? Well, it's... uh, it's a bit difficult for me right now, so I would app- appreciate it if you can send this information through email, so- Sure. ... well, it's easy for me to do an email or, you know, just- So, we could only do it like- ... an invitation. Yes, sir. Sure. So, we can only do it over the phone, like a via- Oh, on the pho-... oh, oh. Yes, sir. Got it. Um, since it's like s-... um, since it requires you to put like your, your car number and stuff, I don't think there's a way I can send that over email. But if you don't have time right now, we're open from 8:00 AM up until 8:00 PM Eastern Time. Uh, let... okay. So, um, is it okay if I will call you tomorrow and just check on.....? Yeah, that's fine. Mm-hmm. Okay. And we're open from 8:00, 8:00 AM up until 8:00 PM. And just remember, Eastern Time because I'm not sure- Yeah. ... where you're located. Yeah, yeah. Mm-hmm. Okay. Thank you. Thank you for... Have a good day. You're welcome. Have a nice day. Bye. Bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: So, my name is Alexander and I'm calling you, um, about, um, my... about a message. So, I have a message from your company that, uh, I missed a payroll deduction. So, I just try to understand how can I make a payment?

Speaker speaker_0: Okay. Um, you could do it for me over the phone.

Speaker speaker_1: Uh.

Speaker speaker_0: You want to go ahead and do that?

Speaker speaker_1: Well, it's... uh, it's a bit difficult for me right now, so I would app- appreciate it if you can send this information through email, so-

Speaker speaker_0: Sure.

Speaker speaker_1: ... well, it's easy for me to do an email or, you know, just-

Speaker speaker_0: So, we could only do it like-

Speaker speaker_1: ... an invitation.

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Sure.

Speaker speaker_0: So, we can only do it over the phone, like a via-

Speaker speaker_1: Oh, on the pho-... oh, oh.

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Got it.

Speaker speaker_0: Um, since it's like s-... um, since it requires you to put like your, your car number and stuff, I don't think there's a way I can send that over email. But if you don't have time right now, we're open from 8:00 AM up until 8:00 PM Eastern Time.

Speaker speaker_1: Uh, let... okay. So, um, is it okay if I will call you tomorrow and just check on.....?

Speaker speaker_0: Yeah, that's fine. Mm-hmm.

Speaker speaker_1: Okay.

Speaker speaker_0: And we're open from 8:00, 8:00 AM up until 8:00 PM. And just remember, Eastern Time because I'm not sure-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... where you're located.

Speaker speaker_1: Yeah, yeah.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Okay. Thank you. Thank you for... Have a good day.

Speaker speaker_0: You're welcome. Have a nice day.

Speaker speaker_1: Bye.

Speaker speaker_0: Bye.