

Transcript: Francesca

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Car. My name is Francesca. How can I assist you today? Hello, ma'am. Good afternoon. Can I speak to Holly Childers? I'm sorry? Uh, ma'am, can I speak to Holly Childers? Holly Childers? But, uh- Are you sure you've gone in the wrong person? No, no. Last name is Childers, ma'am. C-H-I-L-D like David-E-R-S. Childers. Yes, sir. I apologize. We don't have anyone in our company with that last name. I believe you've gone to the wrong place. Oh, you don't have office man... Oh, you don't have office manager by the name, uh, with the last name Holly Childers? No employee in this company, Benefits in a Car in general, has that last name, that I can see here on our list. Oh. Oh, ma'am, am I calling Crown? I believe so. No, sir. You're not calling Crown, you're calling Benefits in a Car. Oh. Are you part or are you affiliated with Crown? No, sir. We're not part of them. We do administer their health insurance however. Oh, no problem, sir. Sorry for disturbing you. Have a wonderful day, bye-bye. That is okay.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits in a Car. My name is Francesca. How can I assist you today?

Speaker speaker_2: Hello, ma'am. Good afternoon. Can I speak to Holly Childers?

Speaker speaker_1: I'm sorry?

Speaker speaker_2: Uh, ma'am, can I speak to Holly Childers?

Speaker speaker_1: Holly Childers?

Speaker speaker_2: But, uh-

Speaker speaker_1: Are you sure you've gone in the wrong person?

Speaker speaker_2: No, no. Last name is Childers, ma'am. C-H-I-L-D like David-E-R-S. Childers.

Speaker speaker_1: Yes, sir. I apologize. We don't have anyone in our company with that last name. I believe you've gone to the wrong place.

Speaker speaker_2: Oh, you don't have office man... Oh, you don't have office manager by the name, uh, with the last name Holly Childers?

Speaker speaker_1: No employee in this company, Benefits in a Car in general, has that last name, that I can see here on our list.

Speaker speaker_2: Oh. Oh, ma'am, am I calling Crown?

Speaker speaker_1: I believe so. No, sir. You're not calling Crown, you're calling Benefits in a Car.

Speaker speaker_2: Oh. Are you part or are you affiliated with Crown?

Speaker speaker_1: No, sir. We're not part of them. We do administer their health insurance however.

Speaker speaker_2: Oh, no problem, sir. Sorry for disturbing you. Have a wonderful day, bye-bye.

Speaker speaker_1: That is okay.