

Transcript: Franchesca

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Full Transcript

Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today? Yes, my name is Rebecca Ledbetter and I was, um, sent like a summary of the benefits that TRC offers, like with the pricing and stuff. But I can't seem to get it printed off. Is there any way you could email me another copy of it? I can most definitely do so. I believe the reason why it's not letting you print it off is because it's a PDF file. You have to convert it into a different file for it to let you print it sometimes, depending on your computer settings. Oh, okay. Okay. I have a new phone and I don't really know how to work this new phone, so that might be what it is. If you're trying to print it from the phone, then the reason why you're unable to print it now could also be because your phone is not connected to the printer. Okay. Well, uh, I, I, I had my daughter to try to print it off at work, but she said that it wouldn't let her print it off the way that we had it sent to her phone. What would be the email- I was gonna let her go on. Hm? Go ahead. No, I was just asking what would be the email that you would like for me to send that to? It's Rebecca, R-E-B-E-C-C-A, Ledbetter, L-E-D-B-E-T-T-E-R, 25, @gmail.com. That is gonna be coming in from our office email, which is info@benefitsinacard.com, and it will be attached- Okay. ... to the email. Okay. All right, thank you so much. Of course, my pleasure. Anything else we can assist you with today? No, ma'am, that's it. All right. Have a wonderful rest of your day. All right. And thank you for calling Benefits in a Card today. All right. You too, bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today?

Speaker speaker_1: Yes, my name is Rebecca Ledbetter and I was, um, sent like a summary of the benefits that TRC offers, like with the pricing and stuff. But I can't seem to get it printed off. Is there any way you could email me another copy of it?

Speaker speaker_0: I can most definitely do so. I believe the reason why it's not letting you print it off is because it's a PDF file. You have to convert it into a different file for it to let you print it sometimes, depending on your computer settings.

Speaker speaker_1: Oh, okay. Okay. I have a new phone and I don't really know how to work this new phone, so that might be what it is.

Speaker speaker_0: If you're trying to print it from the phone, then the reason why you're unable to print it now could also be because your phone is not connected to the printer.

Speaker speaker_1: Okay. Well, uh, I, I, I had my daughter to try to print it off at work, but she said that it wouldn't let her print it off the way that we had it sent to her phone.

Speaker speaker_0: What would be the email-

Speaker speaker_1: I was gonna let her go on.

Speaker speaker_0: Hm?

Speaker speaker_1: Go ahead.

Speaker speaker_0: No, I was just asking what would be the email that you would like for me to send that to?

Speaker speaker_1: It's Rebecca, R-E-B-E-C-C-A, Ledbetter, L-E-D-B-E-T-T-E-R, 25, @gmail.com.

Speaker speaker_0: That is gonna be coming in from our office email, which is info@benefitsinacard.com, and it will be attached-

Speaker speaker_1: Okay.

Speaker speaker_0: ... to the email.

Speaker speaker_1: Okay. All right, thank you so much.

Speaker speaker_0: Of course, my pleasure. Anything else we can assist you with today?

Speaker speaker_1: No, ma'am, that's it.

Speaker speaker_0: All right. Have a wonderful rest of your day.

Speaker speaker_1: All right.

Speaker speaker_0: And thank you for calling Benefits in a Card today.

Speaker speaker_1: All right. You too, bye-bye.