

## **Transcript: Francesca**

**Baez-5386530764144640-5180594296504320**

### **Full Transcript**

Thank you for calling Benefits in the Car. My name is Francesca. How can I assist you today? Hi, Francesca. I was just talking to Pearl. I was supposed to be transferred, but it said due to technical difficulties, they couldn't transfer the call and it hung up. Okay, bear with me one moment. Mm-hmm. Thank you so much for holding, ma'am. Um, so he was going to transfer you to APL, if I'm not mistaken. Would you like their phone number for me to try to transfer you one more time? Uh, yes, please. Let me know when you're ready. I'm ready. 800 256 8606. Great. Thank you. Of course. Bear with me one moment while I try to transfer you again.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits in the Car. My name is Francesca. How can I assist you today?

Speaker speaker\_1: Hi, Francesca. I was just talking to Pearl. I was supposed to be transferred, but it said due to technical difficulties, they couldn't transfer the call and it hung up.

Speaker speaker\_0: Okay, bear with me one moment.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: Thank you so much for holding, ma'am. Um, so he was going to transfer you to APL, if I'm not mistaken. Would you like their phone number for me to try to transfer you one more time?

Speaker speaker\_1: Uh, yes, please.

Speaker speaker\_0: Let me know when you're ready.

Speaker speaker\_1: I'm ready.

Speaker speaker\_0: 800 256 8606.

Speaker speaker\_1: Great. Thank you.

Speaker speaker\_0: Of course. Bear with me one moment while I try to transfer you again.