

## **Transcript: Francesca**

**Baez-5419383832756224-6226988398329856**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Hello. Hello. My name is Francesca. How can I assist you today? Yeah, is there a way I can speak to a lady named Stephanie? Sure thing, ma'am. Is there anything I can assist you with before I get you transferred? That's okay. Understood. Bear with me one moment. Stephanie? Yes, yes? Huh? Yes? Is this Stephanie? Okay. Um, yes, bear with me one moment. I'm confirming with her that it's okay to transfer you. Ma'am? Okay. Yes, ma'am. I was just saying I was confirming with Stephanie, she's right next to me, to make sure that it was okay to get you transferred over. So I'll go ahead and- Oh, okay. ... get you transferred over now, okay? Okay.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Hello.

Speaker speaker\_2: Hello. My name is Francesca. How can I assist you today?

Speaker speaker\_1: Yeah, is there a way I can speak to a lady named Stephanie?

Speaker speaker\_2: Sure thing, ma'am. Is there anything I can assist you with before I get you transferred?

Speaker speaker\_1: That's okay.

Speaker speaker\_2: Understood. Bear with me one moment. Stephanie? Yes, yes?

Speaker speaker\_1: Huh? Yes? Is this Stephanie?

Speaker speaker\_2: Okay. Um, yes, bear with me one moment. I'm confirming with her that it's okay to transfer you.

Speaker speaker\_1: Ma'am?

Speaker speaker\_2: Okay. Yes, ma'am. I was just saying I was confirming with Stephanie, she's right next to me, to make sure that it was okay to get you transferred over. So I'll go ahead and-

Speaker speaker\_1: Oh, okay.

Speaker speaker\_2: ... get you transferred over now, okay?

Speaker speaker\_1: Okay.