

Transcript: Francesca

Baez-5842145762656256-6154274508161024

Full Transcript

Hello, can I help you with your account? My name is Francesca. How can I assist you today? Yeah, my name is Ebenezer Sanford and I work with MAU. I'd like to enroll in the health benefit. What are the last four of your Social? My last four is, um... um... 986-... Is there a need for the last four of your Social to locate your account and be able to assist you, please? Okay. Yeah. I'm trying to get my card in. It's... 9086. I'm sorry? I said 9086. And what is the last name? My last name is Sanford. Are you sure those are the last four of your Social, sir? I'm not locating any account with those last four of the four, as well as your last name for that 9086. I'm not sure. Yes, sir. I can only hold one more minute just due to our high call volumes today. I apologize for that inconvenience. Okay, okay. Were you able to locate those last four of the Social, sir? Um... 9830. Excuse me? I said 9830. I also do not have any account with the last four of the Social 9830 and the last name Sanford. I recommend you give us a call back later on once you're able to verify the last four of your Social, sir. I said 9860. Respectfully speaking, sir, in a recorded line I cannot be trying to pick and choose who see. You have to make sure you have the correct Social, sir. The line is recorded. I know, but I said 9860. I didn't say 9830. Sure thing, sir. I can try one last set of Socials. Okay. No, sir. 9960 does not show any file with the last name Stanford, I mean Sanford. Pardon me, using last name. I didn't say 99. I said 9860. We already tried that, sir. 9830 was the previous one that we tried before this one. You, you can't hear me? I said 9860. Yes, sir. I can hear you. What- And I'm advising you that we tried that one already. I didn't say 9830. I said 9860. Maybe you're having a connection issue. Do you mind giving us a call back in a second? Okay, bye. Thank you. I apologize.

Conversation Format

Speaker speaker_0: Hello, can I help you with your account? My name is Francesca. How can I assist you today?

Speaker speaker_1: Yeah, my name is Ebenezer Sanford and I work with MAU. I'd like to enroll in the health benefit.

Speaker speaker_0: What are the last four of your Social?

Speaker speaker_1: My last four is, um... um... 986-...

Speaker speaker_0: Is there a need for the last four of your Social to locate your account and be able to assist you, please?

Speaker speaker_1: Okay. Yeah. I'm trying to get my card in. It's... 9086.

Speaker speaker_0: I'm sorry?

Speaker speaker_1: I said 9086.

Speaker speaker_0: And what is the last name?

Speaker speaker_1: My last name is Sanford.

Speaker speaker_0: Are you sure those are the last four of your Social, sir? I'm not locating any account with those last four of the four, as well as your last name for that 9086.

Speaker speaker_1: I'm not sure.

Speaker speaker_0: Yes, sir. I can only hold one more minute just due to our high call volumes today. I apologize for that inconvenience.

Speaker speaker_1: Okay, okay.

Speaker speaker_0: Were you able to locate those last four of the Social, sir?

Speaker speaker_1: Um... 9830.

Speaker speaker_0: Excuse me?

Speaker speaker_1: I said 9830.

Speaker speaker_0: I also do not have any account with the last four of the Social 9830 and the last name Sanford. I recommend you give us a call back later on once you're able to verify the last four of your Social, sir.

Speaker speaker_1: I said 9860.

Speaker speaker_0: Respectfully speaking, sir, in a recorded line I cannot be trying to pick and choose who see. You have to make sure you have the correct Social, sir. The line is recorded.

Speaker speaker_1: I know, but I said 9860. I didn't say 9830.

Speaker speaker_0: Sure thing, sir. I can try one last set of Socials.

Speaker speaker_1: Okay.

Speaker speaker_0: No, sir. 9960 does not show any file with the last name Stanford, I mean Sanford. Pardon me, using last name.

Speaker speaker_1: I didn't say 99. I said 9860.

Speaker speaker_0: We already tried that, sir. 9830 was the previous one that we tried before this one.

Speaker speaker_1: You, you can't hear me? I said 9860.

Speaker speaker_0: Yes, sir. I can hear you.

Speaker speaker_1: What-

Speaker speaker_0: And I'm advising you that we tried that one already.

Speaker speaker_1: I didn't say 9830. I said 9860.

Speaker speaker_0: Maybe you're having a connection issue. Do you mind giving us a call back in a second?

Speaker speaker_1: Okay, bye.

Speaker speaker_0: Thank you. I apologize.