

## Transcript: Francesca

**Baez-5931943183564800-4734274373206016**

### Full Transcript

Your call may be monitored or recorded for quality assurances. Good afternoon. My name is Francesca ■Benefits- ■ and I currently need to speak with Mr. Tang on behalf of Oxburgh Global. Hi. This is him. Yes, sir. I just heard back from IT. They say that you should be all good to go with the virtual website now. It seems that the issue was in regards to how your payment was processed when we received it. That's why it was glitching and not letting you access the virtual services. I apologize. Oh, thank you. Uh, I'm gonna try that now. Of course. Um... Okay. Yep. I think it works. This is working. All right. If you, if you run into any other issues, please do not hesitate to give us a call back. We'll be open till 8:00 PM Eastern Time. Okay. Great. Thank you so much. Thank you. Enjoy your day, sir. Thank you. You too.

### Conversation Format

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

Speaker speaker\_1: Good afternoon. My name is Francesca ■Benefits- ■ and I currently need to speak with Mr. Tang on behalf of Oxburgh Global.

Speaker speaker\_2: Hi. This is him.

Speaker speaker\_1: Yes, sir. I just heard back from IT. They say that you should be all good to go with the virtual website now. It seems that the issue was in regards to how your payment was processed when we received it. That's why it was glitching and not letting you access the virtual services. I apologize.

Speaker speaker\_2: Oh, thank you. Uh, I'm gonna try that now.

Speaker speaker\_1: Of course.

Speaker speaker\_2: Um... Okay. Yep. I think it works. This is working.

Speaker speaker\_1: All right. If you, if you run into any other issues, please do not hesitate to give us a call back. We'll be open till 8:00 PM Eastern Time.

Speaker speaker\_2: Okay. Great. Thank you so much.

Speaker speaker\_1: Thank you. Enjoy your day, sir.

Speaker speaker\_2: Thank you. You too.