

Transcript: Francesca

Baez-6441685493956608-6607110789873664

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits Unicom. My name is Francesca. How can I help you? Yes. Are you able to answer, uh, a few questions for me? It will depend on whether or not we have that information, sir. How can we assist you? What are those questions? I work for a staffing agency and one of the things I'm looking for is to give our company an advantage over our competition by perhaps maybe offering your services. So for example, if I call and- I apologize, sir, for interrupting. You need to speak with our sales department. Okay. You're calling into the customer service line, so we wouldn't be able to take that information down for the company to take you in as a consideration. The sales department will be who you need to transfer that information to, so they can get it- Can you transfer me over? ... to the appropriate parties. Of course. Thank you so much. No problem. Bear with me one moment. Thank you.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits Unicom. My name is Francesca. How can I help you?

Speaker speaker_2: Yes. Are you able to answer, uh, a few questions for me?

Speaker speaker_1: It will depend on whether or not we have that information, sir. How can we assist you? What are those questions?

Speaker speaker_2: I work for a staffing agency and one of the things I'm looking for is to give our company an advantage over our competition by perhaps maybe offering your services. So for example, if I call and-

Speaker speaker_1: I apologize, sir, for interrupting. You need to speak with our sales department.

Speaker speaker_2: Okay.

Speaker speaker_1: You're calling into the customer service line, so we wouldn't be able to take that information down for the company to take you in as a consideration. The sales department will be who you need to transfer that information to, so they can get it-

Speaker speaker_2: Can you transfer me over?

Speaker speaker_1: ... to the appropriate parties. Of course.

Speaker speaker_2: Thank you so much.

Speaker speaker_1: No problem. Bear with me one moment.

Speaker speaker_2: Thank you.