

Transcript: Francesca

Baez-6518663086555136-4707211136679936

Full Transcript

Your call may be monitored- Hello. ... or recorded for quality assurance purposes. Hello? My name is Francesca with Benefits in the Card. I'm looking to speak with... Oh, I apologize, Ms. Vijayal. We called you by accident. I was supposed to speak with a different- Oh. I'm getting- But now that we have you on the line, ma'am, um, we have been still waiting on your details to take a look into those deductions. Uh, yes, I'm working on that to send a verification. Understood. All right. Hope you have a wonderful rest of your day. You bet. Thank you.

Conversation Format

Speaker speaker_0: Your call may be monitored-

Speaker speaker_1: Hello.

Speaker speaker_0: ... or recorded for quality assurance purposes.

Speaker speaker_1: Hello?

Speaker speaker_2: My name is Francesca with Benefits in the Card. I'm looking to speak with... Oh, I apologize, Ms. Vijayal. We called you by accident. I was supposed to speak with a different-

Speaker speaker_1: Oh. I'm getting-

Speaker speaker_2: But now that we have you on the line, ma'am, um, we have been still waiting on your details to take a look into those deductions.

Speaker speaker_1: Uh, yes, I'm working on that to send a verification.

Speaker speaker_2: Understood. All right. Hope you have a wonderful rest of your day.

Speaker speaker_1: You bet. Thank you.