Transcript: Justin Mills-5961837748895744-4953316848779264

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Hey, Malcolm. It's Justin. Oh, shit. Sorry, I forgot to change my thing. But I'm gonna take a couple screenshots real quick, so I just needed to call you real quick. Okay. Give me a second. Okay, so you're on a call, uh, transfer. Oh, shit threw me off. Yeah, I know. I forgot to change my damn, uh, contact thing. Where do you call that, where do you change that at? You can change it? Yeah, whenever you go make a call, uh, see the phone button next to the AI button, top left corner? Mm-hmm. Yeah, so click that. Whenever you make a call, um, you can switch from Malcolm Nash to where your name is, switch from Malcolm to, like, FreeRx or BIC customer service, stuff like that. Uh, here hold on. Mr. Nash. Not here. Hello? Who the hell is this? It's not even... Hello, who's this? Who the hell are you? Yeah. Hello? This is silly. Who the hell are you? Hello? Hello? This is silly. Who the hell are you? All right. Thank you so much for holding, you fucking- I'm sorry. Okay. Thank you so much for holding. Um, you are cool. Do you have like a AI f- filter on your voice or some shit? No. This is sounding weird. Can we make a email template for this? I'm working on it. You know what I'm talking about for this, it says we have to start emailing them with the issue and what needs to be done. Uh. Oh, dang. The AI picked up everything. Oh, man. AI, are you, are you snitching on me? It knows how to transfer a call. Whenever you're on a call, you'll see at the bottom of the screen. Two, three, four, five, six. And let's see. It's just something I... It's almost better on this than 5:9, to be honest. Hello? Yeah, I'm gonna send you the screenshot through Teams. Hold- hold on. I'm giving you back to Justin. Yeah, he didn't even tell me he transferred me. I don't even know how to transfer it. Oh, there we go. Awesome. Okay, so let's see here. Uh... I'm gonna send you the screenshots to your Teams. Okay, that works. I took one of what it looks like when we were in that call, and then some options that come up when you hover over it. Yeah. So, I took one of those, too. So, let me see. Clipboard. Let's see here. Copy. Sorry, I'm just, uh, getting this thing. Email setup. Show what I look like. Oh. There we go. Okay, good. I got your, uh, screenshots sent to me, so I'm gonna add those to the email. I think I'm good now. All right. Bye bye. All right. Thank you. No problem.

Conversation Format

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

Speaker speaker_1: Thanks for calling Benefits in the Car. This is Malcolm. How can I help you?

Speaker speaker_2: Hey, Malcolm. It's Justin.

Speaker speaker_1: Oh, shit.

Speaker speaker_2: Sorry, I forgot to change my thing. But I'm gonna take a couple screenshots real quick, so I just needed to call you real quick.

Speaker speaker_1: Okay.

Speaker speaker_2: Give me a second. Okay, so you're on a call, uh, transfer.

Speaker speaker_1: Oh, shit threw me off.

Speaker speaker_2: Yeah, I know. I forgot to change my damn, uh, contact thing.

Speaker speaker_1: Where do you call that, where do you change that at? You can change it?

Speaker speaker_2: Yeah, whenever you go make a call, uh, see the phone button next to the AI button, top left corner?

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Yeah, so click that. Whenever you make a call, um, you can switch from Malcolm Nash to where your name is, switch from Malcolm to, like, FreeRx or BIC customer service, stuff like that. Uh, here hold on.

Speaker speaker_1: Mr. Nash. Not here. Hello? Who the hell is this? It's not even... Hello, who's this? Who the hell are you? Yeah. Hello? This is silly. Who the hell are you? Hello? Hello? This is silly. Who the hell are you? All right. Thank you so much for holding, you fucking-

Speaker speaker_2: I'm sorry. Okay. Thank you so much for holding. Um, you are cool.

Speaker speaker_1: Do you have like a AI f- filter on your voice or some shit?

Speaker speaker_2: No.

Speaker speaker_1: This is sounding weird. Can we make a email template for this?

Speaker speaker_2: I'm working on it.

Speaker speaker_1: You know what I'm talking about for this, it says we have to start emailing them with the issue and what needs to be done. Uh.

Speaker speaker_2: Oh, dang. The AI picked up everything.

Speaker speaker_1: Oh, man. AI, are you, are you snitching on me?

Speaker speaker_2: It knows how to transfer a call. Whenever you're on a call, you'll see at the bottom of the screen. Two, three, four, five, six. And let's see. It's just something I...

Speaker speaker_3: It's almost better on this than 5:9, to be honest.

Speaker speaker_4: Hello?

Speaker speaker_3: Yeah, I'm gonna send you the screenshot through Teams.

Speaker speaker_4: Hold- hold on. I'm giving you back to Justin.

Speaker speaker_3: Yeah, he didn't even tell me he transferred me.

Speaker speaker_4: I don't even know how to transfer it. Oh, there we go. Awesome. Okay, so let's see here. Uh...

Speaker speaker_3: I'm gonna send you the screenshots to your Teams.

Speaker speaker_4: Okay, that works.

Speaker speaker_3: I took one of what it looks like when we were in that call, and then some options that come up when you hover over it.

Speaker speaker_4: Yeah.

Speaker speaker_3: So, I took one of those, too.

Speaker speaker_4: So, let me see. Clipboard. Let's see here. Copy. Sorry, I'm just, uh, getting this thing. Email setup. Show what I look like. Oh. There we go. Okay, good. I got your, uh, screenshots sent to me, so I'm gonna add those to the email. I think I'm good now.

Speaker speaker_3: All right. Bye bye.

Speaker speaker_4: All right. Thank you.

Speaker speaker_3: No problem.