

Transcript: Malcolm

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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? Hi, Mal. Um, my name's Talisa Bogle and I called, uh, a few days ago to get my subscriber ID. Yes, ma'am. And, uh, I spoke, I spoke with a Victoria and she stated that usually that y'all would have the information after the first week, uh, deduction. And for whatever reason, she wasn't able to, uh, pull it up while I was on the call with her and she was supposed to have followed up with me and I haven't heard anything. All right. Which staffing company do you work for? Um, On, On Track. What's the last four of your Social? 7113. First name? Talisa. Last name? Bogle. All right. For security purposes, can you verify your address and date of birth for, for me? 1-1774 4003 R.G. Buchanan Drive, La Verne, Tennessee 37082. Thank you. So we got your, we need a date of birth. 1-1774. Thank you. So we got your phone number 615-924-2844? Yes. And then your email is talisa.bogle@gmail.com? Yes. Do you mind if I put you on brief hold while I send you a demo card to mail you? Sure. Thank you. Stop playing. What are you doing? Come on. Come on. I think we're time out. No, no kids. You don't know how to walk or run? You're so fast. You're so fast. Woof, woof. A- Are you there, Ms. Bogle? Yeah. I, I just sent that demo card to your email. You did? Yes, ma'am. Okay, one moment while I confirm I got it. We got it. Sometimes it does go to your spam as well. I got it. All right. Well, is there anything else I can help you with today, Ms. Bogle? No, that's it. All right. If there's nothing else, thanks for calling Benefits in the Car. I hope you have a great rest of your day. All right. You too. Thank you. Bye. Bye.

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: Hi, Mal. Um, my name's Talisa Bogle and I called, uh, a few days ago to get my subscriber ID.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: And, uh, I spoke, I spoke with a Victoria and she stated that usually that y'all would have the information after the first week, uh, deduction. And for whatever reason, she wasn't able to, uh, pull it up while I was on the call with her and she was supposed to have followed up with me and I haven't heard anything.

Speaker speaker_1: All right. Which staffing company do you work for?

Speaker speaker_2: Um, On, On Track.

Speaker speaker_1: What's the last four of your Social?

Speaker speaker_2: 7113.

Speaker speaker_1: First name?

Speaker speaker_2: Talisa.

Speaker speaker_1: Last name?

Speaker speaker_2: Bogle.

Speaker speaker_1: All right. For security purposes, can you verify your address and date of birth for, for me?

Speaker speaker_2: 1-1774 4003 R.G. Buchanan Drive, La Verne, Tennessee 37082.

Speaker speaker_1: Thank you. So we got your, we need a date of birth.

Speaker speaker_2: 1-1774.

Speaker speaker_1: Thank you. So we got your phone number 615-924-2844?

Speaker speaker_2: Yes.

Speaker speaker_1: And then your email is talisa.bogle@gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Do you mind if I put you on brief hold while I send you a demo card to mail you?

Speaker speaker_2: Sure.

Speaker speaker_1: Thank you.

Speaker speaker_3: Stop playing. What are you doing? Come on. Come on. I think we're time out. No, no kids.

Speaker speaker_4: You don't know how to walk or run? You're so fast. You're so fast. Woof, woof.

Speaker speaker_1: A- Are you there, Ms. Bogle?

Speaker speaker_2: Yeah.

Speaker speaker_1: I, I just sent that demo card to your email.

Speaker speaker_2: You did?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: Okay, one moment while I confirm I got it.

Speaker speaker_1: We got it. Sometimes it does go to your spam as well.

Speaker speaker_2: I got it.

Speaker speaker_1: All right. Well, is there anything else I can help you with today, Ms. Bogle?

Speaker speaker_2: No, that's it.

Speaker speaker_1: All right. If there's nothing else, thanks for calling Benefits in the Car. I hope you have a great rest of your day.

Speaker speaker_2: All right. You too.

Speaker speaker_1: Thank you.

Speaker speaker_2: Bye.

Speaker speaker_1: Bye.