

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? Yeah, hello. Thank you. This is Malcolm. How can I help you? Yeah, uh, my name is Abijo. Yeah, I see you work at Morales before. I see the text today. They say, uh, we can call this number to, uh, to, to sign your benefits. I don't know. Yeah, that's what I see. Where you at? I can barely hear you with a lot going on in the background. Huh? I said, I can barely hear you. There's a lot going on in the back- background. Yeah, Morales, Morales Group. You heard me? No, I couldn't hear anything you said in the beginning, sir. Could you repeat it, please? Huh? My thing? I couldn't- I couldn't hear anything that you said in the beginning. Could you repeat it for me, please? Yeah, I said, I work at Morales. Morales Drop. You hear me? Oh, yeah, moral- Morales Group. That's what I work at. Morales Galley? Yeah, Morales Group. Morales? Okay, how can I help you, sir? Yeah, they say you could go sign your benefits. I see the text today. So, what, you want to get enrolled into the health insurance? What did they ask you guys? It's health insurance. Yes, sir. Yeah, okay. Yeah, I'm a call you back. What time is that? You say you're going to call us back? Yeah, what time is that there? Maybe- We close, we cl- we close at 8:00 PM Eastern Time. Huh? We close at 8:00 PM Eastern Time. Okay, 8:00. It- You close- What time you close? 8:00? Say that again, sir. Okay, it's all right.

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: Yeah, hello.

Speaker speaker_1: Thank you. This is Malcolm. How can I help you?

Speaker speaker_2: Yeah, uh, my name is Abijo. Yeah, I see you work at Morales before. I see the text today. They say, uh, we can call this number to, uh, to, to sign your benefits. I don't know. Yeah, that's what I see. Where you at?

Speaker speaker_1: I can barely hear you with a lot going on in the background.

Speaker speaker_2: Huh?

Speaker speaker_1: I said, I can barely hear you. There's a lot going on in the back-background.

Speaker speaker_2: Yeah, Morales, Morales Group. You heard me?

Speaker speaker_1: No, I couldn't hear anything you said in the beginning, sir. Could you repeat it, please?

Speaker speaker_2: Huh? My thing?

Speaker speaker_1: I couldn't- I couldn't hear anything that you said in the beginning. Could you repeat it for me, please?

Speaker speaker_2: Yeah, I said, I work at Morales. Morales Drop. You hear me? Oh, yeah, moral- Morales Group. That's what I work at.

Speaker speaker_1: Morales Galley?

Speaker speaker_2: Yeah, Morales Group.

Speaker speaker_1: Morales? Okay, how can I help you, sir?

Speaker speaker_2: Yeah, they say you could go sign your benefits. I see the text today.

Speaker speaker_1: So, what, you want to get enrolled into the health insurance?

Speaker speaker_2: What did they ask you guys?

Speaker speaker_1: It's health insurance. Yes, sir.

Speaker speaker_2: Yeah, okay. Yeah, I'm a call you back. What time is that?

Speaker speaker_1: You say you're going to call us back?

Speaker speaker_2: Yeah, what time is that there? Maybe-

Speaker speaker_1: We close, we cl- we close at 8:00 PM Eastern Time.

Speaker speaker_2: Huh?

Speaker speaker_1: We close at 8:00 PM Eastern Time.

Speaker speaker_2: Okay, 8:00. It- You close- What time you close? 8:00?

Speaker speaker_1: Say that again, sir.

Speaker speaker_2: Okay, it's all right.