

Transcript: Malcolm

Nash-5414646882189312-6661468506341376

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits and a Card. This is Malcolm. How can I help you? Hi, uh, my name is Gabrielle. I just got disconnected with another lady. Um, she was emailing me my benefit card. D'you remember who you were speaking to? Hmm. No, I don't remember her name. She put me on hold and then it disconnected. Okay. But um, I didn't receive the email so I figured I'll call back. Okay. You mind if I put you on a brief hold? Sure. Thank you.

Conversation Format

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

Speaker speaker_1: Thanks for calling Benefits and a Card. This is Malcolm. How can I help you?

Speaker speaker_2: Hi, uh, my name is Gabrielle. I just got disconnected with another lady. Um, she was emailing me my benefit card.

Speaker speaker_1: D'you remember who you were speaking to?

Speaker speaker_2: Hmm. No, I don't remember her name. She put me on hold and then it disconnected.

Speaker speaker_1: Okay.

Speaker speaker_2: But um, I didn't receive the email so I figured I'll call back.

Speaker speaker_1: Okay. You mind if I put you on a brief hold?

Speaker speaker_2: Sure.

Speaker speaker_1: Thank you.