

## **Transcript: Malcolm**

**Nash-6181579357601792-5205040361029632**

### **Full Transcript**

This is Common Benefits Center Card, this is Malcolm, how can I help you? Hey, Malcolm. It's Tracy at APL. How are you today? I'm doing good. How about you? I'm good, thank you. We're one day closer to Friday. Yes, ma'am. How can I help you today? I have a ni- You're breaking up, ma'am. ... enter on the line, whose date of birth is incorrect in the s- Yeah, I can't help it, it's something to do with their system. I'm really sorry, just let me know when you can't hear me. D- I can hear you, it's just coming in and out. You said something's wrong with her date of birth. Can you hear me okay at the moment? A little bit. You said something's wrong with her date of birth. It's a hard and yes. Okay. Correct. And what's her name? The name is Isabelle Hernandez, and the last four of her Social is 4414. And what staffing company she work for? We show in our system for it to be Accuforce Solutions, and she may have hung up. I did give her... I'm not sure, but if she did- Okay, you can chat through it with her. We have... Yes. Okay. All right, well, thank you so much. And again, I'm not sure if she's still there but her callback number that she gave me, Malcolm, was 575- You're breaking up. 8880836. Okay. 575-8880836. I, I got it. Thank you. All right, thank you so much and I hope you have a great day. I hope you do as well. Thank you. Thank you. Bye-bye. Bye.

### **Conversation Format**

Speaker speaker\_0: This is Common Benefits Center Card, this is Malcolm, how can I help you?

Speaker speaker\_1: Hey, Malcolm. It's Tracy at APL. How are you today?

Speaker speaker\_0: I'm doing good. How about you?

Speaker speaker\_1: I'm good, thank you. We're one day closer to Friday.

Speaker speaker\_0: Yes, ma'am. How can I help you today?

Speaker speaker\_1: I have a ni-

Speaker speaker\_0: You're breaking up, ma'am.

Speaker speaker\_1: ... enter on the line, whose date of birth is incorrect in the s- Yeah, I can't help it, it's something to do with their system. I'm really sorry, just let me know when you can't hear me.

Speaker speaker\_0: D- I can hear you, it's just coming in and out. You said something's wrong with her date of birth.

Speaker speaker\_1: Can you hear me okay at the moment?

Speaker speaker\_0: A little bit. You said something's wrong with her date of birth.

Speaker speaker\_1: It's a hard and yes.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Correct.

Speaker speaker\_0: And what's her name?

Speaker speaker\_1: The name is Isabelle Hernandez, and the last four of her Social is 4414.

Speaker speaker\_0: And what staffing company she work for?

Speaker speaker\_1: We show in our system for it to be Accuforce Solutions, and she may have hung up. I did give her... I'm not sure, but if she did-

Speaker speaker\_0: Okay, you can chat through it with her.

Speaker speaker\_1: We have... Yes. Okay. All right, well, thank you so much. And again, I'm not sure if she's still there but her callback number that she gave me, Malcolm, was 575-

Speaker speaker\_0: You're breaking up.

Speaker speaker\_1: 8880836.

Speaker speaker\_0: Okay.

Speaker speaker\_1: 575-8880836.

Speaker speaker\_0: I, I got it. Thank you.

Speaker speaker\_1: All right, thank you so much and I hope you have a great day.

Speaker speaker\_0: I hope you do as well. Thank you.

Speaker speaker\_1: Thank you. Bye-bye.

Speaker speaker\_0: Bye.