

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits and Records. This is Pamela speaking. How may I help you? I'm calling to, uh, select the benefits, um, on behalf of my dad because he doesn't speak English. Uh, and he's there with you? Say what one more time, sorry. Is he there with you? No, he's not. So, um, we're gonna need him to call with you, or be with you, um, and have, and give permission for you to speak on his behalf. Or he also- All right, so what do we... Oh, sorry. He also could call this himself. We have a translator, um- For Vietnamese? ... available. We're here till eight o'clock Eastern Time. Uh, oh, so you close 8:00 PM? Yes, Eastern Time, yes, ma'am. So that will be six o'clock Pacific Time? Yes. Okay, all righty. Thank you so much. No problem. Thank you. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and Records. This is Pamela speaking. How may I help you?

Speaker speaker_1: I'm calling to, uh, select the benefits, um, on behalf of my dad because he doesn't speak English.

Speaker speaker_0: Uh, and he's there with you?

Speaker speaker_1: Say what one more time, sorry.

Speaker speaker_0: Is he there with you?

Speaker speaker_1: No, he's not.

Speaker speaker_0: So, um, we're gonna need him to call with you, or be with you, um, and have, and give permission for you to speak on his behalf. Or he also-

Speaker speaker_1: All right, so what do we... Oh, sorry.

Speaker speaker_0: He also could call this himself. We have a translator, um-

Speaker speaker_1: For Vietnamese?

Speaker speaker_0: ... available. We're here till eight o'clock Eastern Time.

Speaker speaker_1: Uh, oh, so you close 8:00 PM?

Speaker speaker_0: Yes, Eastern Time, yes, ma'am.

Speaker speaker_1: So that will be six o'clock Pacific Time?

Speaker speaker_0: Yes.

Speaker speaker_1: Okay, all righty. Thank you so much.

Speaker speaker_0: No problem. Thank you.

Speaker speaker_1: Bye.