

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits Center Card. This is Pamela speaking. How may I help you? Uh, yes, I was calling to get, um, information about the insurance benefits. Okay. And who do you work for, sir? I work for Wagner, Dasher. Can I have the last four digits of your social? 1338. Your first and last name? Jacaris Smith. Mr. Smith, for security reasons, just to make sure we are in the correct file, I need to verify your complete address and date of birth. It's 235 Pine Cold Circle, Apartment H14, Gainesville, Georgia 30504, 12/08/1986. Thank you for the information. We have a telephone number on fi- oh, sorry. We have a email on file with your first name, last name, 50 at gmail.com. Would you like to provide a telephone number if we will need to contact you? Um, yes, I can give you one. Is it where you're calling from? Uh, yes. Okay. 778-754-4959. Okay. And let's see. Your new ID card, would you like me to email it to you, sir? Ma'am? Would you like me to email you a ID card? Yes, please. Okay. So you should be getting your physical card sometime this week. Okay, at this address? Yes, at the address we have on file. Oh, okay. Okay, um, let me put you on hold while I look up the information. Okay. Okay. Love you. Love you. All the love in the whole wide world, Mommy. I love you. Love you. Mr. Smith? Yes, ma'am. Thank you for holding. I've proceeded to email you the ID card. Check your spam and junk mail it might go there. Is there anything else I can do for you, sir? Well, I got it. Um, it popped up on my phone. All right. Anything else I can do for you, sir? Um, no, ma'am. All right, thank you for giving us a call. Have a great rest of this day. You too. Oh, bye.

Conversation Format

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

Speaker speaker_1: Uh, yes, I was calling to get, um, information about the insurance benefits.

Speaker speaker_0: Okay. And who do you work for, sir?

Speaker speaker_1: I work for Wagner, Dasher.

Speaker speaker_0: Can I have the last four digits of your social?

Speaker speaker_1: 1338.

Speaker speaker_0: Your first and last name?

Speaker speaker_1: Jacaris Smith.

Speaker speaker_0: Mr. Smith, for security reasons, just to make sure we are in the correct file, I need to verify your complete address and date of birth.

Speaker speaker_1: It's 235 Pine Cold Circle, Apartment H14, Gainesville, Georgia 30504, 12/08/1986.

Speaker speaker_0: Thank you for the information. We have a telephone number on fi- oh, sorry. We have a email on file with your first name, last name, 50 at gmail.com. Would you like to provide a telephone number if we will need to contact you?

Speaker speaker_1: Um, yes, I can give you one.

Speaker speaker_0: Is it where you're calling from?

Speaker speaker_1: Uh, yes.

Speaker speaker_0: Okay. 778-754-4959. Okay. And let's see. Your new ID card, would you like me to email it to you, sir?

Speaker speaker_1: Ma'am?

Speaker speaker_0: Would you like me to email you a ID card?

Speaker speaker_1: Yes, please.

Speaker speaker_0: Okay. So you should be getting your physical card sometime this week.

Speaker speaker_1: Okay, at this address?

Speaker speaker_0: Yes, at the address we have on file.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: Okay, um, let me put you on hold while I look up the information.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay.

Speaker speaker_2: Love you. Love you. All the love in the whole wide world, Mommy. I love you. Love you.

Speaker speaker_0: Mr. Smith?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Thank you for holding. I've proceeded to email you the ID card. Check your spam and junk mail it might go there. Is there anything else I can do for you, sir?

Speaker speaker_1: Well, I got it. Um, it popped up on my phone.

Speaker speaker_0: All right. Anything else I can do for you, sir?

Speaker speaker_1: Um, no, ma'am.

Speaker speaker_0: All right, thank you for giving us a call. Have a great rest of this day.

Speaker speaker_1: You too.

Speaker speaker_0: Oh, bye.