

Transcript: Pamela

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Full Transcript

Fully manifest in a car. This is Pamela speaking, how may I help you? Um, yes, I was calling to see how to go about getting my, um, vision card. All right. And what's the name of the staffing agency you work for? It's ATC. ATC. And the last four digits of the social? 6099. Your first and last name ma'am? Shannon Love. Okay. Miss, uh, for security reasons and just to make sure we are in the correct file, I need to verify your complete address and date of birth. Um, PO Box 1082 Lake City, South Carolina. Um, July 22nd, 1978. Thank you. Is your ZIP code 29560? Yes. Okay. We have a phone number on file 8432507527 and your email is your first name, last name @gmail.com? Correct. Great. I'm gonna put you in a brief hold while I generate the email to send your ID card. You said on- Okay. ... the only one you need is vision? Um, could you say all of them? Sure, just bear with me. I think, I think I have vision, dental and health. Yes, ma'am. Just bear with me. Okay. Thank you. Hello? Uh-huh. Thank you for holding. I proceed to send you the email with all your ID cards. Check your spam and junk mail, it might go there. It's coming in from info@benefits in a card. Okay, thank you. I got them. Okay. So I also email you, um, the instruction on how to register for your free RX prescription plan. You have to do that online- Okay. ... in order to get your ID card. Okay. Right. Is there anything- All right. Thank you for talking to me. ... else, ma'am? No, that's it. All right. Thank you for giving us a call today. Have a great rest of the day. Thank you. You too. All right. Uh...

Conversation Format

Speaker speaker_0: Fully manifest in a car. This is Pamela speaking, how may I help you?

Speaker speaker_1: Um, yes, I was calling to see how to go about getting my, um, vision card.

Speaker speaker_0: All right. And what's the name of the staffing agency you work for?

Speaker speaker_1: It's ATC.

Speaker speaker_0: ATC. And the last four digits of the social?

Speaker speaker_1: 6099.

Speaker speaker_0: Your first and last name ma'am?

Speaker speaker_1: Shannon Love.

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

Speaker speaker_1: Um, PO Box 1082 Lake City, South Carolina. Um, July 22nd, 1978.

Speaker speaker_0: Thank you. Is your ZIP code 29560?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. We have a phone number on file 8432507527 and your email is your first name, last name @gmail.com?

Speaker speaker_1: Correct.

Speaker speaker_0: Great. I'm gonna put you in a brief hold while I generate the email to send your ID card. You said on-

Speaker speaker_1: Okay.

Speaker speaker_0: ... the only one you need is vision?

Speaker speaker_1: Um, could you say all of them?

Speaker speaker_0: Sure, just bear with me.

Speaker speaker_1: I think, I think I have vision, dental and health.

Speaker speaker_0: Yes, ma'am. Just bear with me.

Speaker speaker_1: Okay.

Speaker speaker_0: Thank you. Hello?

Speaker speaker_2: Uh-huh.

Speaker speaker_0: Thank you for holding. I proceed to send you the email with all your ID cards. Check your spam and junk mail, it might go there. It's coming in from info@benefits in a card.

Speaker speaker_2: Okay, thank you. I got them.

Speaker speaker_0: Okay. So I also email you, um, the instruction on how to register for your free RX prescription plan. You have to do that online-

Speaker speaker_2: Okay.

Speaker speaker_0: ... in order to get your ID card.

Speaker speaker_2: Okay.

Speaker speaker_0: Right. Is there anything-

Speaker speaker_2: All right. Thank you for talking to me.

Speaker speaker_0: ... else, ma'am?

Speaker speaker_2: No, that's it.

Speaker speaker_0: All right. Thank you for giving us a call today. Have a great rest of the day.

Speaker speaker_2: Thank you. You too.

Speaker speaker_0: All right. Uh...