

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. ... calling Benefits Unify. This is Pamela speaking. How may I... Yes, my name is Ricky Mitchell. I'm, um, employed through NAU. I'm out at, uh, Kimberly Club. So, so you calling regarding the benefits? Yes. And may I help you- I wanted to change my, um... Okay. Yeah, I wanted to change my, um, upgrade my package that I'm on. I had a couple of questions first. Sure. May I have the last four digits- Yes, ma'am. ... of your Social so I can pull up your file? 1592. Your first and last name, sir. Ricky Mitchell. Mr. Mitchell, 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. Okay. Hello? Sir? Can you hear me? ■■■the call the service.

Conversation Format

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

Speaker speaker_1: ... calling Benefits Unify. This is Pamela speaking. How may I...

Speaker speaker_2: Yes, my name is Ricky Mitchell. I'm, um, employed through NAU. I'm out at, uh, Kimberly Club.

Speaker speaker_1: So, so you calling regarding the benefits?

Speaker speaker_2: Yes.

Speaker speaker_1: And may I help you-

Speaker speaker_2: I wanted to change my, um...

Speaker speaker_1: Okay.

Speaker speaker_2: Yeah, I wanted to change my, um, upgrade my package that I'm on. I had a couple of questions first.

Speaker speaker_1: Sure. May I have the last four digits-

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: ... of your Social so I can pull up your file?

Speaker speaker_2: 1592.

Speaker speaker_1: Your first and last name, sir.

Speaker speaker_2: Ricky Mitchell.

Speaker speaker_1: Mr.Mitchell, 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_2: Okay.

Speaker speaker_1: Hello? Sir? Can you hear me? ■■the call the service.