

Transcript: Pamela

Blanc-5837986485288960-4866265636716544

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits Center Cards. This is Pamela speaking, how may I help you? Hi. Um, sorry, is there a way I can talk to the previous representative? I was just on a call with him and, uh, just didn't want to repeat the information. Would you know the... What should do is to transfer me to, uh, the representative I spoke earlier, a, a minute ago? By any chance, you recall her name or his name? Uh, uh, it was him. Um, yeah. I don't know if that's helpful. Let me... Let me double check. Bear with me. Okay. Thank you. Ma'am? Yeah. Bear with me. I'm here. Let me, um, transfer you. Okay, thank you.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits Center Cards. This is Pamela speaking, how may I help you?

Speaker speaker_2: Hi. Um, sorry, is there a way I can talk to the previous representative? I was just on a call with him and, uh, just didn't want to repeat the information. Would you know the... What should do is to transfer me to, uh, the representative I spoke earlier, a, a minute ago?

Speaker speaker_1: By any chance, you recall her name or his name?

Speaker speaker_2: Uh, uh, it was him. Um, yeah. I don't know if that's helpful.

Speaker speaker_1: Let me... Let me double check. Bear with me.

Speaker speaker_2: Okay. Thank you.

Speaker speaker_1: Ma'am?

Speaker speaker_2: Yeah.

Speaker speaker_1: Bear with me.

Speaker speaker_2: I'm here.

Speaker speaker_1: Let me, um, transfer you.

Speaker speaker_2: Okay, thank you.