Transcript: Pearl Rojas-4732255237881856-4538770115313664

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who else was I speaking with? Uh, hi there, uh, this is Ryan from Software Guide, and I was just, uh, looking for Meredith Savage. I'm sorry, you said your name is Ryan from where? Ryan, Software Guide. And I was looking for Meredith. All righty. Mm-hmm. Okay. Can you transfer me to her? Um, so if you'd like... If you'd like, you can give me your contact information and I can send it to her and she can get back to you whenever, um, she's available, but I'm not able to just transfer you straight over to her. Uh, why ma'am? Uh, she's not available over there? Well, I'm not... I have to provide your information. I can't just transfer you. Sorry. Yeah, I'm telling you, ma'am. My name is Ryan and I'm from Software Guide and it's a follow-up call to her and she knows me. She told me to give a call back. That's why I was just here. Um, give me one moment. Let me place you on a brief hold. Okay.

Conversation Format

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

Speaker speaker_1: Good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who else was I speaking with?

Speaker speaker_2: Uh, hi there, uh, this is Ryan from Software Guide, and I was just, uh, looking for Meredith Savage.

Speaker speaker_1: I'm sorry, you said your name is Ryan from where?

Speaker speaker_2: Ryan, Software Guide. And I was looking for Meredith.

Speaker speaker_1: All righty.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Okay.

Speaker speaker_2: Can you transfer me to her?

Speaker speaker_1: Um, so if you'd like... If you'd like, you can give me your contact information and I can send it to her and she can get back to you whenever, um, she's available, but I'm not able to just transfer you straight over to her.

Speaker speaker_2: Uh, why ma'am? Uh, she's not available over there?

Speaker speaker_1: Well, I'm not... I have to provide your information. I can't just transfer you. Sorry.

Speaker speaker_2: Yeah, I'm telling you, ma'am. My name is Ryan and I'm from Software Guide and it's a follow-up call to her and she knows me. She told me to give a call back. That's why I was just here.

Speaker speaker_1: Um, give me one moment. Let me place you on a brief hold.

Speaker speaker_2: Okay.