

Transcript: Pearl

Rojas-5319011204644864-5203690560995328

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with? Hi, Pearl. My name is Tresa Mathias. I'm with On Track Staffing and I am calling because I've been locked out of the account. I forgot to change my password and I tried to go in and change it, but I'm locked. Okay, so do you work... Um, so you're an employee for On Track or you're part of the actual staffing? I am On Track Staffing in the corporate office. Okay. Um, give me one moment. And you said, I'm sorry, your name is? Tresa Mathias. T-R-E-S-A dot Mathias M-A-T-H-I-A-S at otstaffing.com is my email. Okay. What is a good contact number for you? Um, my direct number here is 469-892-2016. I'm the extension... Well, I guess that's my... the main number here. My direct number is 469-225-0788. Okay, let me... Um, I'm going to give this information to the main office and have them contact you, um, to assist you with that, that account. Okay? Yeah. Okay, sounds good. Thank you. No problem. Thank you so much for calling. Have a great day. Bye. You too. Bye.

Conversation Format

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

Speaker speaker_1: Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with?

Speaker speaker_2: Hi, Pearl. My name is Tresa Mathias. I'm with On Track Staffing and I am calling because I've been locked out of the account. I forgot to change my password and I tried to go in and change it, but I'm locked.

Speaker speaker_1: Okay, so do you work... Um, so you're an employee for On Track or you're part of the actual staffing?

Speaker speaker_2: I am On Track Staffing in the corporate office.

Speaker speaker_1: Okay. Um, give me one moment. And you said, I'm sorry, your name is?

Speaker speaker_2: Tresa Mathias. T-R-E-S-A dot Mathias M-A-T-H-I-A-S at otstaffing.com is my email.

Speaker speaker_1: Okay. What is a good contact number for you?

Speaker speaker_2: Um, my direct number here is 469-892-2016. I'm the extension... Well, I guess that's my... the main number here. My direct number is 469-225-0788.

Speaker speaker_1: Okay, let me... Um, I'm going to give this information to the main office and have them contact you, um, to assist you with that, that account. Okay?

Speaker speaker_2: Yeah. Okay, sounds good. Thank you.

Speaker speaker_1: No problem. Thank you so much for calling. Have a great day. Bye.

Speaker speaker_2: You too. Bye.