

Transcript: Pearl

Rojas-5573955128180736-5520194485665792

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good morning, thank you for calling Better Business Card. My name is Pearl, and I will assist you today. Hi, um, how are you? I am great, and yourself? Great, um, I'm calling to cancel ... um, no to decline the insurance, please. Okay, you want to decline your coverage? Yes, please. All righty, give me one moment. Okay, bear with me one moment. I'm going to be putting 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: Hi, good morning, thank you for calling Better Business Card. My name is Pearl, and I will assist you today.

Speaker speaker_2: Hi, um, how are you?

Speaker speaker_1: I am great, and yourself?

Speaker speaker_2: Great, um, I'm calling to cancel ... um, no to decline the insurance, please.

Speaker speaker_1: Okay, you want to decline your coverage?

Speaker speaker_2: Yes, please.

Speaker speaker_1: All righty, give me one moment. Okay, bear with me one moment. I'm going to be putting you on a brief hold.

Speaker speaker_2: Okay.