

Transcript: Pearl

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Benefits in a Card, my name is Pearl. Who do I have the pleasure of speaking with? Good afternoon. How are you doing, ma'am? Hello? I'm good, and yourself? Hello? Uh, w- I just wanna make sure I'm talking with a living person, ma'am. How are you doing? You are. I'm great, and yourself? I am doing fine, thank you. Uh, would you please let me know your physical address? Um, I cannot provide that to you. What, what are you trying to do? Uh, Mr. Don is the owner, and, uh, I would like to talk to him. I'm sorry, who's the owner? Mr. Don. Um, I'm sorry. I think you got the wrong office. We're Benefits in a Card. We work with staffing agencies at w- um, with healthcare. Healthcare? Yes. Oh. So, y- he doesn't have anything to do with you? M- I have not heard that name before. No, sir. Mr. Don is the owner of the business, the TRC business. Of Benefits in a Card? Well, we're not TRC. We're Benefits in a Card. Okay. Thank you, ma'am. No problem. Have a great day. You too, ma'am.

Conversation Format

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

Speaker speaker_1: Benefits in a Card, my name is Pearl. Who do I have the pleasure of speaking with?

Speaker speaker_2: Good afternoon. How are you doing, ma'am? Hello?

Speaker speaker_1: I'm good, and yourself? Hello?

Speaker speaker_2: Uh, w- I just wanna make sure I'm talking with a living person, ma'am. How are you doing?

Speaker speaker_1: You are. I'm great, and yourself?

Speaker speaker_2: I am doing fine, thank you. Uh, would you please let me know your physical address?

Speaker speaker_1: Um, I cannot provide that to you. What, what are you trying to do?

Speaker speaker_2: Uh, Mr. Don is the owner, and, uh, I would like to talk to him.

Speaker speaker_1: I'm sorry, who's the owner?

Speaker speaker_2: Mr. Don.

Speaker speaker_1: Um, I'm sorry. I think you got the wrong office. We're Benefits in a Card. We work with staffing agencies at w- um, with healthcare.

Speaker speaker_2: Healthcare?

Speaker speaker_1: Yes.

Speaker speaker_2: Oh. So, y- he doesn't have anything to do with you?

Speaker speaker_1: M- I have not heard that name before. No, sir.

Speaker speaker_2: Mr. Don is the owner of the business, the TRC business.

Speaker speaker_1: Of Benefits in a Card? Well, we're not TRC. We're Benefits in a Card.

Speaker speaker_2: Okay. Thank you, ma'am.

Speaker speaker_1: No problem. Have a great day.

Speaker speaker_2: You too, ma'am.