

Call ID: SJ-CC-20251014-0782

Date: 14-Oct-2025

Channel: Voice (Inbound)

Duration: 7 min 42 sec

Agent Name: Priya Sharma (Agent ID: SJ-A102)

Customer Name: Mr. Rajesh Mehta

[00:00] Agent (Priya):

Good morning, thank you for calling SkyJet Airlines. My name is Priya. How can I assist you today?

[00:06] Customer (Rajesh):

Hi Priya, I'd like to cancel my flight booking that I made last week from Delhi to Dubai.

[00:12] Agent (Priya):

Sure, I can help you with that. May I have your booking reference number, please?

[00:16] Customer (Rajesh):

Yes, it's **SJ45892**.

[00:20] Agent (Priya):

Thank you. Please allow me a moment while I retrieve your booking details.

(pause for 10 seconds)

Alright, I see your booking for **Delhi to Dubai on October 20th**, under the name Rajesh Mehta. Is that correct?

[00:34] Customer (Rajesh):

Yes, that's correct.

[00:36] Agent (Priya):

Okay, I see that your ticket type is **Economy Saver**, which has a partial refund policy. Would you like me to proceed with the cancellation?

[00:44] Customer (Rajesh):

Yes, please go ahead.

[00:47] Agent (Priya):

Alright, Mr. Mehta. The cancellation fee is **₹3,500**, and the refundable amount will be **₹8,250**, which will be credited to your original payment method within **5-7 business days**. Would you like to confirm?

[01:02] Customer (Rajesh):

Yes, that's fine.

[01:05] Agent (Priya):

Great. I've successfully cancelled your booking. You'll receive a confirmation email within the next 10 minutes at your registered email ID — is it still **xxxxxxx@gmail.com**?

[01:15] Customer (Rajesh):

Yes, that's correct.

[01:17] Agent (Priya):

Perfect. I've also added a note to your profile for travel credit eligibility in case you plan another trip soon. Is there anything else I can help you with today?

[01:26] Customer (Rajesh):

No, that's all. Thank you so much for your help, Priya.

[01:30] Agent (Priya):

You're welcome, Mr. Mehta! Thank you for choosing SkyJet Airlines. Have a great day ahead.

[01:34] Call Ends