

Transcript: Estefania

Acevedo-5086167159488512-5625559468949504

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling. You have now been connected to the person you dialed. Hey, good afternoon. I'm calling from... Holding. Thanks for holding. Just a moment, and I'll connect that call. Hey, good afternoon. Um, I'm calling from Benefits in a Card, um, behalf of Mancan. Uh, I just got done speaking with somebody regarding benefits, and they asked me if there was a website. I actually do- Can you hear me? ... have a website. Yes. Can you hear me? I just... I can. Just a second, though. I wanted to make sure you could hear me. The person you're calling uses a video phone. They haven't answered. So as soon as they pick up, I will go ahead and interpret your call, but for the time being, if you don't mind just holding. Oh, yeah, yeah. We have them on their answering machine. They did not pick up. It says it's for Tami, last name was, like, Dusenberry. Yeah. Would you like to leave a message? Yes, I can. Two minutes. I'll be interpreting. Go ahead when you're ready, please. Hey. Hey, it's Tami. Good afternoon. I'm calling from Benefits in a Card on behalf of Mancan. We had just got off the phone regarding some benefits, and you asked me if there was a website that you could enroll, and there actually is. So I was calling back to give you the website's information. Mm-hmm. So it's gonna be www.mybiac.com/mancan. Okay. M-A-N-C-A-N? M-A-N-C-A-N. Correct. Okay. Is that everything? Yes, and if they have any questions, they're welcome to give us a call at 800-497-4856. We're open from 8:00 AM up until 8:00 PM Eastern Time, okay? Mm-hmm. All right, message has been sent. Thank you. Thank you. Have a nice day. Mm-hmm, you too.

Conversation Format

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

Speaker speaker_1: Thank you for calling. You have now been connected to the person you dialed.

Speaker speaker_2: Hey, good afternoon. I'm calling from...

Speaker speaker_3: Holding.

Speaker speaker_4: Thanks for holding. Just a moment, and I'll connect that call.

Speaker speaker_2: Hey, good afternoon. Um, I'm calling from Benefits in a Card, um, behalf of Mancan. Uh, I just got done speaking with somebody regarding benefits, and they asked me if there was a website. I actually do-

Speaker speaker_4: Can you hear me?

Speaker speaker_2: ... have a website. Yes. Can you hear me?

Speaker speaker_4: I just... I can. Just a second, though. I wanted to make sure you could hear me. The person you're calling uses a video phone. They haven't answered. So as soon as they pick up, I will go ahead and interpret your call, but for the time being, if you don't mind just holding.

Speaker speaker_2: Oh, yeah, yeah.

Speaker speaker_4: We have them on their answering machine. They did not pick up. It says it's for Tami, last name was, like, Dusenberry.

Speaker speaker_2: Yeah.

Speaker speaker_4: Would you like to leave a message?

Speaker speaker_2: Yes, I can.

Speaker speaker_4: Two minutes. I'll be interpreting. Go ahead when you're ready, please. Hey.

Speaker speaker_2: Hey, it's Tami. Good afternoon. I'm calling from Benefits in a Card on behalf of Mancan. We had just got off the phone regarding some benefits, and you asked me if there was a website that you could enroll, and there actually is. So I was calling back to give you the website's information.

Speaker speaker_4: Mm-hmm.

Speaker speaker_2: So it's gonna be www.mybiac.com/mancan.

Speaker speaker_4: Okay. M-A-N-C-A-N?

Speaker speaker_2: M-A-N-C-A-N. Correct.

Speaker speaker_4: Okay. Is that everything?

Speaker speaker_2: Yes, and if they have any questions, they're welcome to give us a call at 800-497-4856. We're open from 8:00 AM up until 8:00 PM Eastern Time, okay?

Speaker speaker_4: Mm-hmm. All right, message has been sent. Thank you.

Speaker speaker_2: Thank you. Have a nice day.

Speaker speaker_4: Mm-hmm, you too.