

Transcript: Franchesca

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Full Transcript

... you for calling your counseling service. Your call will be recorded and may be monitored for training and quality purposes. This call is confidential except in instances of child or elder abuse or imminent safety concerns, including harm to self or others. Please hold while we connect you to an agent. Your counseling service, Lyric EAP. Can I help you? Yes. Hello, ma'am. I have a member on the line wanting to make an appointment for a counsel session. Um, for one session or just to set up counseling? I believe it could be just to set up the counseling itself. Okay. Um, I'm certainly willing to assist them. Um, could you give me the name? Yes, ma'am. It will be Ryan Baker. And... Okay, I see he gets these services from your... The Lyric, correct? Yes, ma'am. That is correct. Okay, I'd be willing to help him if you want to just push him through. All right. Bear with me one moment, so I can go ahead and merge you guys together. Thank you. Mr. Baker, I have a counselor on the line for you. Can you hear? Uh, yes, I'm here. Hi, Mr. Baker. Uh, my name is Karen. I am a counselor that works with your counseling service, Lyric EAP.

Conversation Format

Speaker speaker_0: ... you for calling your counseling service. Your call will be recorded and may be monitored for training and quality purposes. This call is confidential except in instances of child or elder abuse or imminent safety concerns, including harm to self or others. Please hold while we connect you to an agent.

Speaker speaker_1: Your counseling service, Lyric EAP. Can I help you?

Speaker speaker_2: Yes. Hello, ma'am. I have a member on the line wanting to make an appointment for a counsel session.

Speaker speaker_1: Um, for one session or just to set up counseling?

Speaker speaker_2: I believe it could be just to set up the counseling itself.

Speaker speaker_1: Okay. Um, I'm certainly willing to assist them. Um, could you give me the name?

Speaker speaker_2: Yes, ma'am. It will be Ryan Baker.

Speaker speaker_1: And... Okay, I see he gets these services from your... The Lyric, correct?

Speaker speaker_2: Yes, ma'am. That is correct.

Speaker speaker_1: Okay, I'd be willing to help him if you want to just push him through.

Speaker speaker_2: All right. Bear with me one moment, so I can go ahead and merge you guys together.

Speaker speaker_1: Thank you.

Speaker speaker_2: Mr. Baker, I have a counselor on the line for you. Can you hear?

Speaker speaker_3: Uh, yes, I'm here.

Speaker speaker_1: Hi, Mr. Baker. Uh, my name is Karen. I am a counselor that works with your counseling service, Lyric EAP.