

## **Transcript: Francesca**

**Baez-4990899373260800-6368737095630848**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Good afternoon. My name is Francesca at Benefits in a Car. I'm looking to speak with Ms. Dugani on behalf of Focus Workforce Management. Hello, yes? Yes, ma'am. I'm calling with Benefits in a Car. We administer the health insurance your staffing company offers your employees. I'm sorry? Hello? I'm literally just... Yes, so I'm- Hello? ... looking for... Yes, hello. I'm looking to speak with Ms. Dugani on behalf of Focus Workforce Management. Yeah. She's here. She's here. Okay. I will need to speak with her, sir. She's here. I'm here. Yes, ma'am. Am I on speakerphone? Yep. Yes. Ms. Dugani, do you pro- do you provide me permission to speak with you in regards to your account with Focus Workforce Management on the speakerphone? Uh, she says she wants to know where this phone from, why. I understand, sir, but I need her verbal consent to speak while this phone is on speaker, due to this line being recorded. So once again, Ms. Dugani, do you authorize me to discuss your account with Focus Workforce Management on a telephone that's on speaker? Yes or no? I'm here because no English. Okay, but do you authorize me, once again, to speak with you in regards to your account while you have the phone on speaker? Yes or no? Yes. Okay. We're the administrators for the health insurance that your staffing company offers. We're calling in regards to the enrollment online for the plan MEC TeleRx, which is a medical preventative care plan. You have selected to be enrolled, yourself and child, but we don't have the child's information for the policy. Uh, um, she want, she want to understand everything you want to talk. So you can... To, to help her, you can try and find a translator and then you may call to talk with him, 'cause she don't understand what you're trying to mean. Unfortunately, our call center only speaks English or Spanish. I apologize for that inconvenience. Yeah, just... Only, only she can understand Swahili or Kinyarwanda, so you can choose which ever one. You can, you can call and translate it for her. Okay. Does she speak either English or Spanish, then? No, no. I'm sorry. The best that I can do is send her an email then and process the change to employee only on our side. Oh. Because we don't have any other translator aside from those two languages. I'm sorry. Okay. So you can hang up 'cause she don't understand what you're telling me. Understood. Have a great day. You too.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Good afternoon. My name is Francesca at Benefits in a Car. I'm looking to speak with Ms. Dugani on behalf of Focus Workforce Management.

Speaker speaker\_2: Hello, yes?

Speaker speaker\_1: Yes, ma'am. I'm calling with Benefits in a Car. We administer the health insurance your staffing company offers your employees. I'm sorry?

Speaker speaker\_3: Hello?

Speaker speaker\_2: I'm literally just...

Speaker speaker\_1: Yes, so I'm-

Speaker speaker\_3: Hello?

Speaker speaker\_1: ... looking for... Yes, hello. I'm looking to speak with Ms. Dugani on behalf of Focus Workforce Management.

Speaker speaker\_3: Yeah. She's here.

Speaker speaker\_2: She's here.

Speaker speaker\_1: Okay. I will need to speak with her, sir.

Speaker speaker\_3: She's here.

Speaker speaker\_2: I'm here.

Speaker speaker\_1: Yes, ma'am. Am I on speakerphone?

Speaker speaker\_3: Yep.

Speaker speaker\_2: Yes.

Speaker speaker\_1: Ms. Dugani, do you pro- do you provide me permission to speak with you in regards to your account with Focus Workforce Management on the speakerphone?

Speaker speaker\_3: Uh, she says she wants to know where this phone from, why.

Speaker speaker\_1: I understand, sir, but I need her verbal consent to speak while this phone is on speaker, due to this line being recorded. So once again, Ms. Dugani, do you authorize me to discuss your account with Focus Workforce Management on a telephone that's on speaker? Yes or no?

Speaker speaker\_2: I'm here because no English.

Speaker speaker\_1: Okay, but do you authorize me, once again, to speak with you in regards to your account while you have the phone on speaker? Yes or no?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. We're the administrators for the health insurance that your staffing company offers. We're calling in regards to the enrollment online for the plan MEC TeleRx, which is a medical preventative care plan. You have selected to be enrolled, yourself and child, but we don't have the child's information for the policy.

Speaker speaker\_3: Uh, um, she want, she want to understand everything you want to talk. So you can... To, to help her, you can try and find a translator and then you may call to talk with him, 'cause she don't understand what you're trying to mean.

Speaker speaker\_1: Unfortunately, our call center only speaks English or Spanish. I apologize for that inconvenience.

Speaker speaker\_3: Yeah, just... Only, only she can understand Swahili or Kinyarwanda, so you can choose which ever one. You can, you can call and translate it for her.

Speaker speaker\_1: Okay. Does she speak either English or Spanish, then?

Speaker speaker\_3: No, no.

Speaker speaker\_1: I'm sorry. The best that I can do is send her an email then and process the change to employee only on our side.

Speaker speaker\_3: Oh.

Speaker speaker\_1: Because we don't have any other translator aside from those two languages. I'm sorry.

Speaker speaker\_3: Okay. So you can hang up 'cause she don't understand what you're telling me.

Speaker speaker\_1: Understood. Have a great day.

Speaker speaker\_3: You too.