

## **Transcript: Francesca**

**Baez-5119279272476672-5689178180993024**

### **Full Transcript**

Thank you for calling Benefits in a Car. My name is Francesca. How can I assist you today? Hey. How you doing, Francesca? How are you? I called a few- Oh, doing good, doing good. I called a few moments ago. Um, I was trying to get some, uh, appointments set up for a therapist and I was... The fella I talked with, he directed me to, uh, he gave me a number and he said, "Yeah, call them. This is Lyric and they can, they can get all that set up for you." Well, I called and it wasn't Lyric, it was EAP and they had absolutely no idea who I was talking about. They didn't know the, uh, they couldn't find the company I work for which is TRC Talent Solutions. I was just wondering if you could assist me 'cause I got a lot of confusion. Of course. Um, can you verify your last four of the Social? 173. Okay. That'll count. Okay. And then I just need you to verify that date of birth and address. December 22nd, 1998. And then the address is 194 Rockcrusher Road, Dallas, Georgia 30157. All right. I have best contact for anyone you want to call on, 678-977-7223, with the email of rbaker75, I mean, 745@Gmail.com. Uh, yes, ma'am, Barker. And you were trying to do that call under your behavior health plan, right? Yes. Okay. So what I'm going to do is I'm gonna place you on hold so that I can actually get a live agent over there to get you set up on that appointment. So bear with me one moment while I try to get them, okay? Okay. Thank you very much. Of course. One second. Sir? Yes. Hello? Yes, Mr. Baker. I'm gonna go ahead and get you transferred over to Miss Carroll. She's the- the thing, the reason why it sounded like that when you called in is... To their side, they want to make sure that the members are, are not... be understanding that they're not the insurance company itself. They only do the canceling portion of it. That could be where it got a little bit confusing. We... I'm, I'm sorry, could you please repeat that? Yes, sir. I was just saying the reason more than likely why they said something that sounded like they're not the right place could be very well for... due to the fact that they want to make sure members understand that they are not an insurance. But I do have someone live on the line. Yeah, they, they couldn't even find my company. Uh, missed it? Okay. So she says she's ready to help you, um, set up an appointment for counseling. Okay. All right. Thank you very much. Of course. One moment. Hi, Ms. Carroll, I have Mr. Baker on the line. Yes, hi. How you doing? Hello? Can you hear me? Ms. Carroll, you s- are you there? Hello, ma'am. Hello? Okay, I'm not sure what happened with her. Um, I apologize, Mr. Baker. Let me place you in a quick hold again and try to get someone on the line again. Okay. Thank you very much. Of course. Mr. Baker, I have a counselor on the line for you. Can you hear? Uh, yes, I'm, 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: Thank you for calling Benefits in a Car. My name is Francesca. How can I assist you today?

Speaker speaker\_1: Hey. How you doing, Francesca?

Speaker speaker\_0: How are you?

Speaker speaker\_1: I called a few- Oh, doing good, doing good. I called a few moments ago. Um, I was trying to get some, uh, appointments set up for a therapist and I was... The fella I talked with, he directed me to, uh, he gave me a number and he said, "Yeah, call them. This is Lyric and they can, they can get all that set up for you." Well, I called and it wasn't Lyric, it was EAP and they had absolutely no idea who I was talking about. They didn't know the, uh, they couldn't find the company I work for which is TRC Talent Solutions. I was just wondering if you could assist me 'cause I got a lot of confusion.

Speaker speaker\_0: Of course. Um, can you verify your last four of the Social?

Speaker speaker\_1: 173.

Speaker speaker\_0: Okay. That'll count. Okay. And then I just need you to verify that date of birth and address.

Speaker speaker\_1: December 22nd, 1998. And then the address is 194 Rockcrusher Road, Dallas, Georgia 30157.

Speaker speaker\_0: All right. I have best contact for anyone you want to call on, 678-977-7223, with the email of rbaker75, I mean, 745@Gmail.com.

Speaker speaker\_1: Uh, yes, ma'am, Barker.

Speaker speaker\_0: And you were trying to do that call under your behavior health plan, right?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. So what I'm going to do is I'm gonna place you on hold so that I can actually get a live agent over there to get you set up on that appointment. So bear with me one moment while I try to get them, okay?

Speaker speaker\_1: Okay. Thank you very much.

Speaker speaker\_0: Of course. One second. Sir?

Speaker speaker\_1: Yes. Hello?

Speaker speaker\_0: Yes, Mr. Baker. I'm gonna go ahead and get you transferred over to Miss Carroll. She's the- the thing, the reason why it sounded like that when you called in is... To their side, they want to make sure that the members are, are not... be understanding that they're not the insurance company itself. They only do the canceling portion of it. That could be where it got a little bit confusing.

Speaker speaker\_2: We... I'm, I'm sorry, could you please repeat that?

Speaker speaker\_0: Yes, sir. I was just saying the reason more than likely why they said something that sounded like they're not the right place could be very well for... due to the fact that they want to make sure members understand that they are not an insurance. But I do have someone live on the line.

Speaker speaker\_2: Yeah, they, they couldn't even find my company.

Speaker speaker\_0: Uh, missed it? Okay. So she says she's ready to help you, um, set up an appointment for counseling.

Speaker speaker\_2: Okay. All right. Thank you very much.

Speaker speaker\_0: Of course. One moment. Hi, Ms. Carroll, I have Mr. Baker on the line.

Speaker speaker\_2: Yes, hi. How you doing? Hello? Can you hear me?

Speaker speaker\_0: Ms. Carroll, you s- are you there? Hello, ma'am. Hello? Okay, I'm not sure what happened with her. Um, I apologize, Mr. Baker. Let me place you in a quick hold again and try to get someone on the line again.

Speaker speaker\_2: Okay. Thank you very much.

Speaker speaker\_0: Of course. Mr. Baker, I have a counselor on the line for you. Can you hear?

Speaker speaker\_2: Uh, yes, I'm, I'm here.

Speaker speaker\_3: Hi, Mr. Baker. Uh, my name is Karen. I am a counselor that works with your counseling service, Lyric EAP.