

Transcript: Franchesca

Baez-5132211589005312-6144562601705472

Full Transcript

... your call may be monitored- Thank you for ca- ... or recorded for quality assurance purposes. I'm sorry, I didn't get that. Please speak or enter your seven-digit client ID. 817-9425. Is that correct? Say yes or- Yes. ... press one. Welcome. Which language would you like interpreted? For Armenian, press or say one. For Croatian, press or say two. You have selected Armenian. Did I get that correct? Yes. Please hold while I locate your interpreter. Hello, this is your Armenian interpreter, number 401430. I look forward to helping you today. Please speak clearly and use short phrases. To ensure accuracy, I will verify our numbers. How may I help you? Yes, hello. I have the number on hold. She was calling to see if she had active coverage, but I advised her that there is none on file, and so we're in the process of explaining that to her. Is it okay if I pass that over? All right. Sure. Okay, bear with me one moment. Thank you. Well, she's still on hold with us. But this- Hello, Ms. Lucino, I have the interpreter on the line. Okay. Okay. . She's never done... Oh. We are in conversation. So she's like, she's like, well... She's saying, "Well, I'm going to take this." She's saying, "Well, I'm going to have this talk with..." No, she said- Hello? Yes. So Ms. Lucino- I said, "I have a question." ... you currently don't have active coverage with Surge. Hello? Can you hear me? Oh, I'm going to tell my ID. Yes, ma'am. Ma'am. I really like this girl. Please. Yes, Ms. Lucino, can you hear the interpreter? You know what I'm saying? 30 years later, you know, uh- Mm-hmm, yes. ... I had to tell her- This is the interpreter. I cannot hear. Oh, can you hear her or only me? I don't know. And, and, and when we talking, I figure there's ain't, it ain't no arguing. I spoke Amharic. No, Amharic. I speak Amharic. You got two kids, um, you know, I'm going to work it out. I'm going to figure it out, you know? Did I get someone's interpreter? Yes, hello? Yeah, your body- Yeah, yes, I need interpreter. I don't see anybody, I don't see nobody- Okay. ... you know what I'm saying? But- Um, Ms. Interpreter, can you hear us? She's like, she's like how you do it. So how you doing? Yeah, interpreting today. They're not even together. They weren't together. She said they haven't been together, uh, in three years. But she said- Bear with me one moment. Uh, no, she... Hello, ma'am, can you hear me? Hello? Hello?

Conversation Format

Speaker speaker_0: ... your call may be monitored-

Speaker speaker_1: Thank you for ca-

Speaker speaker_0: ... or recorded for quality assurance purposes. I'm sorry, I didn't get that. Please speak or enter your seven-digit client ID. 817-9425. Is that correct? Say yes or-

Speaker speaker_2: Yes.

Speaker speaker_0: ... press one. Welcome. Which language would you like interpreted? For Armenian, press or say one. For Croatian, press or say two. You have selected Armenian. Did I get that correct?

Speaker speaker_2: Yes.

Speaker speaker_0: Please hold while I locate your interpreter.

Speaker speaker_3: Hello, this is your Armenian interpreter, number 401430. I look forward to helping you today. Please speak clearly and use short phrases. To ensure accuracy, I will verify our numbers. How may I help you?

Speaker speaker_4: Yes, hello. I have the number on hold. She was calling to see if she had active coverage, but I advised her that there is none on file, and so we're in the process of explaining that to her. Is it okay if I pass that over?

Speaker speaker_3: All right. Sure.

Speaker speaker_4: Okay, bear with me one moment.

Speaker speaker_3: Thank you.

Speaker speaker_5: Well, she's still on hold with us. But this-

Speaker speaker_4: Hello, Ms. Lucino, I have the interpreter on the line.

Speaker speaker_5: Okay. Okay.

Speaker speaker_3: .

Speaker speaker_5: She's never done... Oh. We are in conversation. So she's like, she's like, well... She's saying, "Well, I'm going to take this." She's saying, "Well, I'm going to have this talk with..." No, she said-

Speaker speaker_4: Hello?

Speaker speaker_3: Yes. So Ms. Lucino-

Speaker speaker_5: I said, "I have a question."

Speaker speaker_3: ... you currently don't have active coverage with Surge. Hello? Can you hear me?

Speaker speaker_5: Oh, I'm going to tell my ID.

Speaker speaker_3: Yes, ma'am.

Speaker speaker_4: Ma'am.

Speaker speaker_5: I really like this girl. Please.

Speaker speaker_4: Yes, Ms. Lucino, can you hear the interpreter?

Speaker speaker_5: You know what I'm saying? 30 years later, you know, uh-

Speaker speaker_4: Mm-hmm, yes.

Speaker speaker_5: ... I had to tell her-

Speaker speaker_3: This is the interpreter. I cannot hear.

Speaker speaker_4: Oh, can you hear her or only me?

Speaker speaker_5: I don't know. And, and, and when we talking, I figure there's ain't, it ain't no arguing.

Speaker speaker_4: I spoke Amharic. No, Amharic. I speak Amharic.

Speaker speaker_5: You got two kids, um, you know, I'm going to work it out. I'm going to figure it out, you know?

Speaker speaker_4: Did I get someone's interpreter? Yes, hello?

Speaker speaker_5: Yeah, your body-

Speaker speaker_3: Yeah, yes, I need interpreter.

Speaker speaker_5: I don't see anybody, I don't see nobody-

Speaker speaker_4: Okay.

Speaker speaker_5: ... you know what I'm saying? But-

Speaker speaker_4: Um, Ms. Interpreter, can you hear us?

Speaker speaker_5: She's like, she's like how you do it. So how you doing?

Speaker speaker_3: Yeah, interpreting today.

Speaker speaker_5: They're not even together. They weren't together. She said they haven't been together, uh, in three years. But she said-

Speaker speaker_4: Bear with me one moment.

Speaker speaker_5: Uh, no, she...

Speaker speaker_4: Hello, ma'am, can you hear me? Hello? Hello?