

Transcript: Francesca

Baez-5594336487063552-5598890326802432

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good morning. Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today? Uh, just need, need an information. Um, I have a question, I have a question for your service. I'm sorry, sir. Do you work now? Can I come in there, please? I apologize, sir. I'm sorry. What can we help you with? Uh, I need to change my... Let me come in your office now. You are a office? Sir, you're not calling your staffing company. You're calling Benefits in a Card. We are the account administrators for the health insurance. We don't take- Okay, no problem. ... walk-ins. Okay.

Conversation Format

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

Speaker speaker_1: Good morning. Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today?

Speaker speaker_2: Uh, just need, need an information. Um, I have a question, I have a question for your service.

Speaker speaker_1: I'm sorry, sir.

Speaker speaker_2: Do you work now? Can I come in there, please?

Speaker speaker_1: I apologize, sir. I'm sorry. What can we help you with?

Speaker speaker_2: Uh, I need to change my... Let me come in your office now. You are a office?

Speaker speaker_1: Sir, you're not calling your staffing company. You're calling Benefits in a Card. We are the account administrators for the health insurance. We don't take-

Speaker speaker_2: Okay, no problem.

Speaker speaker_1: ... walk-ins.

Speaker speaker_2: Okay.