

Transcript: Francesca

Baez-5920751392964608-5442268279652352

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling 3RX. This is Isaias speaking. How may I assist you today? Yeah. Hi, Isaias. This is Francesca. Um, with I have a member on the line. They're looking to make an appointment for their dependent. Mm-hmm. But they need assistance being walked through how to do it. Yes, ma'am. What would be their last name and date of birth? I did not pull up any account as it was virtual assistance. Yes, ma'am. Then you can go ahead and transfer me over now, whenever you're ready. All right. Thank you.

Conversation Format

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

Speaker speaker_1: Thank you for calling 3RX. This is Isaias speaking. How may I assist you today?

Speaker speaker_2: Yeah. Hi, Isaias. This is Francesca. Um, with I have a member on the line. They're looking to make an appointment for their dependent.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: But they need assistance being walked through how to do it.

Speaker speaker_1: Yes, ma'am. What would be their last name and date of birth?

Speaker speaker_2: I did not pull up any account as it was virtual assistance.

Speaker speaker_1: Yes, ma'am. Then you can go ahead and transfer me over now, whenever you're ready.

Speaker speaker_2: All right. Thank you.