

Transcript: Francesca

Baez-6168331419172864-4552285281107968

Full Transcript

Thank you for calling Benefits and Requirement. This is Francesca, how can I assist you today? Hi, Francesca. Um, I scheduled, uh, an appointment to talk with a physician, uh, through the portal. But when I got the confirmation, I realized the number, um, was incorrect. The, I guess the callback phone number. Um, and I think the physician... I got a email later on that the physician tried to call me. So I wanted to see if I can still schedule that? Or if it, if there's a way to just correct the phone number? Or do I need- Let me- ... to redo... Sorry? I was just gonna say, bear with me one moment. Oh, okay. I'll have to get your charge card over to the care team. Okay, thank you. Of course. Let me just place in a quick hold while I locate that phone number. I apologize. I'll get... Okay. Thank you so much. Hi, thank you so much for holding, ma'am. I'm gonna go ahead and get you transferred over now, okay? Thank you. Thank you.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and Requirement. This is Francesca, how can I assist you today?

Speaker speaker_1: Hi, Francesca. Um, I scheduled, uh, an appointment to talk with a physician, uh, through the portal. But when I got the confirmation, I realized the number, um, was incorrect. The, I guess the callback phone number. Um, and I think the physician... I got a email later on that the physician tried to call me. So I wanted to see if I can still schedule that? Or if it, if there's a way to just correct the phone number? Or do I need-

Speaker speaker_0: Let me-

Speaker speaker_1: ... to redo... Sorry?

Speaker speaker_0: I was just gonna say, bear with me one moment.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: I'll have to get your charge card over to the care team.

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: Of course. Let me just place in a quick hold while I locate that phone number. I apologize.

Speaker speaker_1: I'll get... Okay.

Speaker speaker_0: Thank you so much. Hi, thank you so much for holding, ma'am. I'm gonna go ahead and get you transferred over now, okay?

Speaker speaker_1: Thank you.

Speaker speaker_0: Thank you.