

Transcript: Franchesca

Baez-6289440495026176-6240254563106816

Full Transcript

Your call may be monitored or recorded for- Thank you for ca- ... quality assurance purposes. I'm sorry, I didn't get that. 817-9425, is that correct? Say- Yes. ... yes or press 1. Welcome, which language would you like interpreted? For Brazilian Portuguese, press or say one. For Arabic, press or say two. For Bravanese... You have selected Arabic. Did I get that correct? Yes. Please hold while I locate your interpreter. Hello, this is your Arabic interpreter, number 403711. I look forward to helping you today. Please speak clearly and use short phrases to ensure accuracy and verify all numbers. How may I help you? Yes, sir. Can you please assist me with an Arabic call so that I can merge the member in with us? I'll be happy to assist you today, agent, would you please do that? Yes, sir. Bear with me one moment and thank you. Okay, you are welcome. Okay. All right, sir. Now you and the member are both in the line together. . How can we assist you today, sir, regarding your benefits? . Uh, . So, I received a card on the mailbox and it's asking me to, um, activate it. Was our phone number on that card? . Yes. . . Shukran. I received four cards. Okay. Those are your benefit cards. You do not have to activate them. . . They're ready to use- So, it means they work. Yes, sir. It means that your policy has been activated. . Okay. Okay. Okay. Yeah, . The last time when I called the insurance, I requested Blue Cross Blue Shield, Blue Cross Blue Shield. I had... So, because- I have... So, because- I have an APL. So, . So, last time when I called the insurance, I requested Blue Cross... Uh, Blue Cross Blue Shield, but I received an APL. Is it the normal or are there other services? The benefits that we administer are not offered by Blue Cross Blue Shield. . So, APL- Um, they're not- ... will be the owner of those plans. . . Uh, do you mean for the employees, correct? Yes, sir. . Shukran. Thank you, uh, very much for both. I'm very... I really appreciate that. Thank you. All right. Thank you so much, sir, for letting us borrow your interpreter skills. Thank you. I hope you guys- Thank you. ... have a great day. Thank you. Appreciate. Appreciate. Thank you. Uh, agent, is there anything else the interpreter can help you with? No, sir. You have been wonderful. Thank you very much for calling and I wish you have a great day. Shukran. Shukran. . Thank you so much. Appreciate. Thank you. Have a good day.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for-

Speaker speaker_1: Thank you for ca-

Speaker speaker_0: ... quality assurance purposes.

Speaker speaker_1: I'm sorry, I didn't get that. 817-9425, is that correct? Say-

Speaker speaker_2: Yes.

Speaker speaker_1: ... yes or press 1. Welcome, which language would you like interpreted? For Brazilian Portuguese, press or say one. For Arabic, press or say two. For Bravanese... You have selected Arabic. Did I get that correct?

Speaker speaker_2: Yes.

Speaker speaker_1: Please hold while I locate your interpreter.

Speaker speaker_3: Hello, this is your Arabic interpreter, number 403711. I look forward to helping you today. Please speak clearly and use short phrases to ensure accuracy and verify all numbers. How may I help you?

Speaker speaker_4: Yes, sir. Can you please assist me with an Arabic call so that I can merge the member in with us?

Speaker speaker_3: I'll be happy to assist you today, agent, would you please do that?

Speaker speaker_4: Yes, sir. Bear with me one moment and thank you.

Speaker speaker_3: Okay, you are welcome. Okay.

Speaker speaker_4: All right, sir. Now you and the member are both in the line together.

Speaker speaker_5: .

Speaker speaker_4: How can we assist you today, sir, regarding your benefits?

Speaker speaker_5: .

Speaker speaker_2: Uh, .

Speaker speaker_3: So, I received a card on the mailbox and it's asking me to, um, activate it.

Speaker speaker_4: Was our phone number on that card?

Speaker speaker_5: .

Speaker speaker_2: Yes. .

Speaker speaker_3: . Shukran. I received four cards.

Speaker speaker_4: Okay. Those are your benefit cards. You do not have to activate them.

Speaker speaker_5: .

Speaker speaker_2: .

Speaker speaker_4: They're ready to use-

Speaker speaker_2: So, it means they work.

Speaker speaker_4: Yes, sir. It means that your policy has been activated.

Speaker speaker_5: .

Speaker speaker_2: Okay. Okay.

Speaker speaker_3: Okay.

Speaker speaker_2: Yeah, . The last time when I called the insurance, I requested Blue Cross Blue Shield, Blue Cross Blue Shield. I had... So, because- I have... So, because- I have an APL. So, .

Speaker speaker_3: So, last time when I called the insurance, I requested Blue Cross... Uh, Blue Cross Blue Shield, but I received an APL. Is it the normal or are there other services?

Speaker speaker_4: The benefits that we administer are not offered by Blue Cross Blue Shield.

Speaker speaker_5: .

Speaker speaker_4: So, APL-

Speaker speaker_2: Um, they're not-

Speaker speaker_4: ... will be the owner of those plans.

Speaker speaker_5: .

Speaker speaker_2: .

Speaker speaker_3: Uh, do you mean for the employees, correct?

Speaker speaker_4: Yes, sir.

Speaker speaker_5: .

Speaker speaker_2: Shukran. Thank you, uh, very much for both. I'm very... I really appreciate that. Thank you.

Speaker speaker_4: All right. Thank you so much, sir, for letting us borrow your interpreter skills.

Speaker speaker_2: Thank you.

Speaker speaker_4: I hope you guys-

Speaker speaker_2: Thank you.

Speaker speaker_4: ... have a great day.

Speaker speaker_2: Thank you. Appreciate. Appreciate. Thank you.

Speaker speaker_3: Uh, agent, is there anything else the interpreter can help you with?

Speaker speaker_4: No, sir. You have been wonderful.

Speaker speaker_3: Thank you very much for calling and I wish you have a great day.
Shukran.

Speaker speaker_2: Shukran.

Speaker speaker_4: .

Speaker speaker_2: Thank you so much. Appreciate. Thank you. Have a good day.