

Transcript: Franchesca

Baez-6485950414667776-6097911494426624

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits In The Car. My name is Francesca. How can I assist you today? Hello. I was called earlier, um, 'cause I had an appointment with a, um... My name's Diana Sanchez, by the way. I had an appointment with a Yolanda Lao, and apparently this person only is a pediatrician, which it didn't say on the app. So I'm... I need, I really need to get to talk to somebody today, 'cause I'm in a lot of pain . I am so sorry to inform you that you called the wrong place, ma'am. This is not the doctor's office. We're the administrators for the health insurance with the staffing company. This is exactly who called me. You guys called me first. That's the weird part here. It wouldn't- It wouldn't have been in regards to benefits. I mean, it does show that we spoke with you on Thursday. Um, but when you called- No, I know. Um, this is Frances calling with Benefits In The Car. This message is for Diana Sanchez. I was calling regarding the requested appointment. Unfortunately, Dr. Lao is a pediatrician and only treats your children. So if it's okay, we can definitely go with a different doctor if we can. Just please give me a call back. Maybe they misput the phone number in there. Um, I'm literally just hit the dial number back. All right, you just said you were Frances, correct? No, ma'am. My name is Francesca. I'm so sorry. It's okay. All right. Well, I'm... Uh, yeah, this is the number that called me, so that's... I'm literally just calling you back. This was not even 10 minutes ago. Um, let me see what I can figure out, I guess. Thanks. Bye-bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits In The Car. My name is Francesca. How can I assist you today?

Speaker speaker_2: Hello. I was called earlier, um, 'cause I had an appointment with a, um... My name's Diana Sanchez, by the way. I had an appointment with a Yolanda Lao, and apparently this person only is a pediatrician, which it didn't say on the app. So I'm... I need, I really need to get to talk to somebody today, 'cause I'm in a lot of pain .

Speaker speaker_1: I am so sorry to inform you that you called the wrong place, ma'am. This is not the doctor's office. We're the administrators for the health insurance with the staffing company.

Speaker speaker_2: This is exactly who called me. You guys called me first. That's the weird part here.

Speaker speaker_1: It wouldn't- It wouldn't have been in regards to benefits. I mean, it does show that we spoke with you on Thursday. Um, but when you called-

Speaker speaker_2: No, I know. Um, this is Frances calling with Benefits In The Car. This message is for Diana Sanchez. I was calling regarding the requested appointment. Unfortunately, Dr. Lao is a pediatrician and only treats your children. So if it's okay, we can definitely go with a different doctor if we can. Just please give me a call back.

Speaker speaker_1: Maybe they misput the phone number in there.

Speaker speaker_2: Um, I'm literally just hit the dial number back. All right, you just said you were Frances, correct?

Speaker speaker_1: No, ma'am. My name is Francesca.

Speaker speaker_2: I'm so sorry.

Speaker speaker_1: It's okay.

Speaker speaker_2: All right. Well, I'm... Uh, yeah, this is the number that called me, so that's... I'm literally just calling you back. This was not even 10 minutes ago. Um, let me see what I can figure out, I guess. Thanks. Bye-bye.