

## **Transcript: Franchesca**

**Baez-6603313526652928-5169959694548992**

### **Full Transcript**

Thank you for calling Benefits 10-0 Card. My name is Francesca. How can I assist you today? Hi. I just called but I got d- um, disconnected. Um, I was being transferred to the care team. Yes. Ms. Melissa? Yes. Yes. All right. Thank you for calling back. I was about to... 'cause I wasn't sure if your transfer did go through or not. Yeah. Yeah. I think it seemed like it just dropped. Okay. Bear with me one moment. Let's give it one more try. And that was for the, not the urgent virtual, the regular virtual, right? Uh, urgent. All right. Let's see if- Thank you. ... the second time's a charm. Thank you for calling back. Bear with me one moment. Sure. Sure.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits 10-0 Card. My name is Francesca. How can I assist you today?

Speaker speaker\_1: Hi. I just called but I got d- um, disconnected. Um, I was being transferred to the care team.

Speaker speaker\_0: Yes. Ms. Melissa?

Speaker speaker\_1: Yes. Yes.

Speaker speaker\_0: All right. Thank you for calling back. I was about to... 'cause I wasn't sure if your transfer did go through or not.

Speaker speaker\_1: Yeah. Yeah. I think it seemed like it just dropped.

Speaker speaker\_0: Okay. Bear with me one moment. Let's give it one more try. And that was for the, not the urgent virtual, the regular virtual, right?

Speaker speaker\_1: Uh, urgent.

Speaker speaker\_0: All right. Let's see if-

Speaker speaker\_1: Thank you.

Speaker speaker\_0: ... the second time's a charm. Thank you for calling back. Bear with me one moment.

Speaker speaker\_1: Sure. Sure.