

Transcript: Franchesca

Baez-6646091953127424-4593438750326784

Full Transcript

I can't connect to your Wi-Fi network. You can find setup instructions in the help center through our Alexa app. Hello. I'm sorry. Your phone is breaking up pretty badly. Can I hear you? Hello. Can you hear me better now? Yes. Hello. How are you doing today? How can I help you? Uh, my name is... Hi. My name is Dee, uh, Moore. I'm calling with WellStar pre-certification department and I was calling to check to see if I can get in contact with the authorizations department in regards to one of your patients, for the number they made. The number for which carrier? Uh, let's see. Uh, it says 90 Degree Benefits. Um, it's multi-plan. Okay. Bear with me one moment. You've reached, unfortunately, a Benefits Center cart. Let me get you over to 90 Degree. Thank you. My pleasure.

Conversation Format

Speaker speaker_0: I can't connect to your Wi-Fi network. You can find setup instructions in the help center through our Alexa app.

Speaker speaker_1: Hello. I'm sorry. Your phone is breaking up pretty badly. Can I hear you?

Speaker speaker_2: Hello. Can you hear me better now?

Speaker speaker_1: Yes. Hello. How are you doing today?

Speaker speaker_2: How can I help you?

Speaker speaker_1: Uh, my name is... Hi. My name is Dee, uh, Moore. I'm calling with WellStar pre-certification department and I was calling to check to see if I can get in contact with the authorizations department in regards to one of your patients, for the number they made.

Speaker speaker_2: The number for which carrier?

Speaker speaker_1: Uh, let's see. Uh, it says 90 Degree Benefits. Um, it's multi-plan.

Speaker speaker_2: Okay. Bear with me one moment. You've reached, unfortunately, a Benefits Center cart. Let me get you over to 90 Degree.

Speaker speaker_1: Thank you.

Speaker speaker_2: My pleasure.