

Transcript: Justin

Mills-6168301866369024-6645662147723264

Full Transcript

... give or calling benefits and occurrences, adjuster, here can I help you today? Hi, uh, my name is Kimberly and I'm calling from Crown Staffing 'cause one of my employees is actually trying to see if he's able to cancel his insurance. He doesn't use it, um, he's never gotten a card, he doesn't even know how he signed up for it. He's right next to me if you need anything, but I'm just calling for the translation part of it. Okay, I mean, I can speak with him regarding it. Okay, he doesn't speak English, so that's why I was calling in regards to that. Does he speak Spanish? Yes. Okay, we have Spanish speaking agents available if you want to, to speak to one of our Spanish speaking agents. Oh yeah, that's fine. Okay, just bear with me one second, okay? Okay. Hello? You put the... Yes. Uh-huh. Oh, you're earlier. Um, oh, for... Oh, okay, I gotcha.

Conversation Format

Speaker speaker_0: ... give or calling benefits and occurrences, adjuster, here can I help you today?

Speaker speaker_1: Hi, uh, my name is Kimberly and I'm calling from Crown Staffing 'cause one of my employees is actually trying to see if he's able to cancel his insurance. He doesn't use it, um, he's never gotten a card, he doesn't even know how he signed up for it. He's right next to me if you need anything, but I'm just calling for the translation part of it.

Speaker speaker_0: Okay, I mean, I can speak with him regarding it.

Speaker speaker_1: Okay, he doesn't speak English, so that's why I was calling in regards to that.

Speaker speaker_0: Does he speak Spanish?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, we have Spanish speaking agents available if you want to, to speak to one of our Spanish speaking agents.

Speaker speaker_1: Oh yeah, that's fine.

Speaker speaker_0: Okay, just bear with me one second, okay?

Speaker speaker_1: Okay.

Speaker speaker_0: Okay.

Speaker speaker_1: Hello?

Speaker speaker_0: You put the... Yes.

Speaker speaker_1: Uh-huh. Oh, you're earlier. Um, oh, for... Oh, okay, I gotcha.