

Transcript: Justin

Mills-6256675220668416-5716089329729536

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Uh, yes, Justin. I'm here with Victor Pena. We're trying to get his, uh, benefits set up. We were trying to do it online but we were having a little difficulty, so we were told to call the hotline and give you- Okay. Is Victor nearby so I can speak to him? I'm sorry? Is Victor nearby so I can speak with him? Yeah, he's right here. . Mm-hmm. Unless you got somebody who speaks Spanish, then you can... Yeah. We have Spanish-speaking agents. ... translate. Um, bear, bear with me one second. Okay, yeah. All right? Okay. Mm-hmm. . Mm-hmm. . Mm-hmm.

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 a Card. This is Justin. How can I help you today?

Speaker speaker_2: Uh, yes, Justin. I'm here with Victor Pena. We're trying to get his, uh, benefits set up. We were trying to do it online but we were having a little difficulty, so we were told to call the hotline and give you-

Speaker speaker_1: Okay. Is Victor nearby so I can speak to him?

Speaker speaker_2: I'm sorry?

Speaker speaker_1: Is Victor nearby so I can speak with him?

Speaker speaker_2: Yeah, he's right here. .

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Unless you got somebody who speaks Spanish, then you can...

Speaker speaker_1: Yeah. We have Spanish-speaking agents.

Speaker speaker_2: ... translate.

Speaker speaker_1: Um, bear, bear with me one second.

Speaker speaker_2: Okay, yeah.

Speaker speaker_1: All right?

Speaker speaker_2: Okay.

Speaker speaker_3: Mm-hmm.

Speaker speaker_2: .

Speaker speaker_3: Mm-hmm.

Speaker speaker_2: .

Speaker speaker_3: Mm-hmm.