

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits Center 5, this is Pamela speaking. How can I help you? Hi. Um, I received a phone call about a follow-up about my lab tests. About your lab tests? Yeah, like I have to see another, see the doctor about my lab tests. Well, you're c- calling the wrong number, ma'am. Oh. They just said I had to reschedule with a... I got a phone number from this phone number about c- calling about my... Rescheduling with Dr. B. Well, we are the administrator for health insurance, ma'am. Oh. What the heck? Huh. Well, that's confusing. All right. Okay. It could be, yeah. All right. Okay, thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits Center 5, this is Pamela speaking. How can I help you?

Speaker speaker_1: Hi. Um, I received a phone call about a follow-up about my lab tests.

Speaker speaker_0: About your lab tests?

Speaker speaker_1: Yeah, like I have to see another, see the doctor about my lab tests.

Speaker speaker_0: Well, you're c- calling the wrong number, ma'am.

Speaker speaker_1: Oh. They just said I had to reschedule with a... I got a phone number from this phone number about c- calling about my... Rescheduling with Dr. B.

Speaker speaker_0: Well, we are the administrator for health insurance, ma'am.

Speaker speaker_1: Oh. What the heck? Huh. Well, that's confusing.

Speaker speaker_0: All right.

Speaker speaker_1: Okay.

Speaker speaker_0: It could be, yeah. All right.

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: Bye-bye.