

## **Transcript: Pamela**

**Blanc-6349865063858176-4947389328703488**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Cart. This is Pamela speaking. How may I help you? Good morning. I scheduled a appointment for today, 10:30, on Manchester for . And then I come and the location, they tell me they haven't got any, any schedule for, for me. Do you have another location on Manchester? So this number I call is, uh, when I finish my appointment, they send me this number. So I need your help please. You need another facility to go? No. I go to the facility, they say they don't see me on the schedule, so do I go to the right facility? Is the one in Manchester? How can you look at on the, on your computer to see where exactly I have to go, please? I don't have that information, but I could prov- I could, um, transfer you to the correct department. Okay. Bear with me.

### **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 Cart. This is Pamela speaking. How may I help you?

Speaker speaker\_2: Good morning. I scheduled a appointment for today, 10:30, on Manchester for . And then I come and the location, they tell me they haven't got any, any schedule for, for me. Do you have another location on Manchester? So this number I call is, uh, when I finish my appointment, they send me this number. So I need your help please.

Speaker speaker\_1: You need another facility to go?

Speaker speaker\_2: No. I go to the facility, they say they don't see me on the schedule, so do I go to the right facility? Is the one in Manchester? How can you look at on the, on your computer to see where exactly I have to go, please?

Speaker speaker\_1: I don't have that information, but I could prov- I could, um, transfer you to the correct department.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Bear with me.