

Transcript: Pearl

Rojas-4594961759649792-5013214189371392

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with? Uh, Corey Rabowski. And how can I assist you? Uh, I, I was trying to get connected to a physician, but the call wasn't going through. A physician like, um, for what, uh, for... I'm sorry, what kind of services are... How are you trying to get connected? For, uh, ur- for urgent care. For virtual urgent care or for, like, going in? For virtual. Virtual. Okay, give me one moment. . Okay, bear with me one moment. I'll go ahead and transfer you over, but I'll make sure the, um, the call is going through before I do that, okay? Okay, thank you. Just bear with me one moment.

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. My name is Pearl. Who do I have the pleasure of speaking with?

Speaker speaker_2: Uh, Corey Rabowski.

Speaker speaker_1: And how can I assist you?

Speaker speaker_2: Uh, I, I was trying to get connected to a physician, but the call wasn't going through.

Speaker speaker_1: A physician like, um, for what, uh, for... I'm sorry, what kind of services are... How are you trying to get connected?

Speaker speaker_2: For, uh, ur- for urgent care.

Speaker speaker_1: For virtual urgent care or for, like, going in?

Speaker speaker_2: For virtual.

Speaker speaker_1: Virtual. Okay, give me one moment.

Speaker speaker_2: .

Speaker speaker_1: Okay, bear with me one moment. I'll go ahead and transfer you over, but I'll make sure the, um, the call is going through before I do that, okay?

Speaker speaker_2: Okay, thank you.

Speaker speaker_1: Just bear with me one moment.