

Transcript: Pearl

Rojas-4707925225947136-5860420946018304

Full Transcript

Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who the hell else was I speaking with? I am Oumou. Good morning, ma'am. How are you? I'm great. And yourself? Good, thank you. How can I assist you? Okay. I just called you because I got a, uh, Benefits in a Card, but I just wanted to find a, um, provider in my, uh... about the number when I call, I want to talk with someone to send me some provider in my area, but I can't find, I can't find exactly. But that's why I called you, to know if you can help me to, to do that. Okay. Um, what kind of provider are you... . What provider are you looking for? Dental, medical, vision? Yeah, both. Yeah, medical. Medical. Medical? Okay. I can transfer you to the line where they'll help you find a provider, but I don't have a list myself. Okay. Okay. Would you like me to transfer you? Sure. Give me one moment. Okay.

Conversation Format

Speaker speaker_0: Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who the hell else was I speaking with?

Speaker speaker_1: I am Oumou. Good morning, ma'am. How are you?

Speaker speaker_0: I'm great. And yourself?

Speaker speaker_1: Good, thank you.

Speaker speaker_0: How can I assist you?

Speaker speaker_1: Okay. I just called you because I got a, uh, Benefits in a Card, but I just wanted to find a, um, provider in my, uh... about the number when I call, I want to talk with someone to send me some provider in my area, but I can't find, I can't find exactly. But that's why I called you, to know if you can help me to, to do that.

Speaker speaker_0: Okay. Um, what kind of provider are you... . What provider are you looking for? Dental, medical, vision?

Speaker speaker_1: Yeah, both. Yeah, medical. Medical.

Speaker speaker_0: Medical? Okay. I can transfer you to the line where they'll help you find a provider, but I don't have a list myself.

Speaker speaker_1: Okay. Okay.

Speaker speaker_0: Would you like me to transfer you?

Speaker speaker_1: Sure.

Speaker speaker_0: Give me one moment.

Speaker speaker_1: Okay.