

Transcript: Pearl

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Full Transcript

Good morning. Thanks for calling Benefits in a Card. My name is Pearl Hoodles. Who do have the pleasure of speaking with? Jasmine Robinson. And how can I assist you? So, I went online, um, about eight o'clock or like 8:15 this morning to book a consultation for wi- within two hours, um, virtually urgent care for a doctor to call me and I haven't received the call yet. So, I'm just seeing if you can check what the status of that is. Okay. Well, give me one moment. Let me go ahead and get you over to them, okay? Okay. They didn't answer earlier, so... Okay. Bear with me one moment. And then... I'll go ahead and... I'll go ahead and, and contact them, see if someone gets me a answer, okay? Okay. Thank you. Hi, Ms. Robinson. Um, someone did give... did answer for me and they're checking on the status. What is your date of birth? Uh, 4/23/75. And just in case if they need it, the last four of your Social? Uh, 4688. All right. Bear with me one moment. Okay, thanks. Thank you so much for holding, Ms. Robinson. So... Hello? Yeah, I'm here. Okay. Um, so the doctor is actually looking over the consultation now and he should be in touch with you shortly. Oh, you said he's doing what? I missed the first part. I'm sorry. He's looking over the consultation right now. Oh, oh. So, he should be calling me soon. Okay, wonderful. Thank you so much. No problem. Thank you so much for calling. You have a great day. You too. Bye.

Conversation Format

Speaker speaker_0: Good morning. Thanks for calling Benefits in a Card. My name is Pearl Hoodles. Who do have the pleasure of speaking with?

Speaker speaker_1: Jasmine Robinson.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: So, I went online, um, about eight o'clock or like 8:15 this morning to book a consultation for wi- within two hours, um, virtually urgent care for a doctor to call me and I haven't received the call yet. So, I'm just seeing if you can check what the status of that is.

Speaker speaker_0: Okay. Well, give me one moment. Let me go ahead and get you over to them, okay?

Speaker speaker_1: Okay. They didn't answer earlier, so...

Speaker speaker_0: Okay. Bear with me one moment.

Speaker speaker_1: And then...

Speaker speaker_0: I'll go ahead and... I'll go ahead and, and contact them, see if someone gets me a answer, okay?

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: Hi, Ms. Robinson. Um, someone did give... did answer for me and they're checking on the status. What is your date of birth?

Speaker speaker_1: Uh, 4/23/75.

Speaker speaker_0: And just in case if they need it, the last four of your Social?

Speaker speaker_1: Uh, 4688.

Speaker speaker_0: All right. Bear with me one moment.

Speaker speaker_1: Okay, thanks.

Speaker speaker_0: Thank you so much for holding, Ms. Robinson. So... Hello?

Speaker speaker_1: Yeah, I'm here.

Speaker speaker_0: Okay. Um, so the doctor is actually looking over the consultation now and he should be in touch with you shortly.

Speaker speaker_1: Oh, you said he's doing what? I missed the first part. I'm sorry.

Speaker speaker_0: He's looking over the consultation right now.

Speaker speaker_1: Oh, oh. So, he should be calling me soon. Okay, wonderful. Thank you so much.

Speaker speaker_0: No problem. Thank you so much for calling. You have a great day.

Speaker speaker_1: You too. Bye.