

Transcript: Pearl

Rojas-5304575803965440-5140558384906240

Full Transcript

Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who does the pleasure of speaking with? Uh, good morning. My name is Hugo Gonzalez. I'm actually trying to get a hold... Uh, well, I was supposed to get a consultation but somehow I missed the call. I, I didn't have any connection where, where I'm going through. So- Okay. I missed Was it primary care or urgent care? Urgent care. Okay, bear with me one moment. I'll get you transferred over, okay? Appreciate it. Thank you, ma'am. No problem. Have a great day. Thank you.

Conversation Format

Speaker speaker_0: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who does the pleasure of speaking with?

Speaker speaker_1: Uh, good morning. My name is Hugo Gonzalez. I'm actually trying to get a hold... Uh, well, I was supposed to get a consultation but somehow I missed the call. I, I didn't have any connection where, where I'm going through. So-

Speaker speaker_0: Okay.

Speaker speaker_1: I missed

Speaker speaker_2: Was it primary care or urgent care?

Speaker speaker_1: Urgent care.

Speaker speaker_2: Okay, bear with me one moment. I'll get you transferred over, okay?

Speaker speaker_1: Appreciate it. Thank you, ma'am.

Speaker speaker_0: No problem. Have a great day.

Speaker speaker_1: Thank you.