

Transcript: VICTORIA

Taylor-4512088747196416-6748773161680896

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hello. Hi, how can I help you. I'm fine. Um, I need translate Swahili. I'm sorry? I need, I need translate of Swahili. I need it Swahili. You need a translator? I don't understand English. Swahili, Swahili. I'm sorry, I'm not understanding. Are you asking for a translator? Um, not understand English. Okay, do you speak Spanish or what do you speak? Swahili. I'm sorry? Swahili. Swahili. What language, what language do you speak? Swahili. Swahili. Uh, I, I don't under- Swahili. Uh- Swahili. I'm speaking Swahili. Okay, I- I'm not understanding. What, what is the language that you speak? Swahili. How do you spell that? Swahili. Swahili. I'm speaking Swahili. Okay, I'm, I'm sorry, I just don't understand what language you need. Swahili. F- Swahili? Yeah, Swahili. Okay. 10 seconds. I'm going to be done. She's going to be ready in two years. I'm going to be done. 10 seconds. Go on, yeah, you go on. Go on. You go on, then. Go on, then. Okay, ma'am, I- I'm, I'm not understanding. Um, I have never heard of a language called Flylee. Oh, you, you can speak it. I can translate for her. I'm sorry. I'm here because you're still so far from home. You can speak it. I will translate for her. Okay, but I, in order for me to help you, I need to know what language this is gonna be for. It's Swahili. It's what? Swahili. S... S-W-A-H... H-A... It's S-W-A-H-I-L-E. Would it be S-A-W-H-I-L-I? Uh, yeah. Okay, give me just one second. Okay, I... is everyone here? Can you hear me now? I can now. Hello. Hello. My name is Mohammed. I'm an interpreter who will help you by talking to your employer shortly. The interpreter will assist you with everything. Okay. Okay. You may now begin. Hi, how can I help you? How can I help you today? Oh, I wanted to ask you because I saw them calling me on the phone and they talked to me. So I thought they were just giving me numbers there and I should just dial it and they would pick up the phone. That's why I'm calling you now to ask you because I don't know why they were calling me. I don't know why they called me. So, uh, I was being called and I received the call. And then, I was in- um, informed that I show called number. So I was just wondering, uh, the reason for that call and what they wanted. Okay. Um, so we administer, uh, medical insurance if you work through a, uh, staffing or temporary agency. Um, we do work for a few different agencies. What is the name of the agency you work for? We are BIMA, which we work hand-in-hand with the agency that people use for health insurance. Which agency do you use? I don't have one. Where do you use it? Not there. No, I don't have any agency. I don't work. Okay. It's possible that we have the wrong number on file, but this is just for medical insurance if you work through a staffing or temp agency. Um, so if you don't work for a staffing or temp agency, you can disregard the call. And, um, it looks like we have just this number on our system. We are just health insurance. If you don't work through a staffing or temp agency, it's okay. Don't even worry. Just hang up the phone. I'm hanging up. Uh, no. Nothing. All right. Nothing. Do you need help with- Okay. ... anything else? Uh, do you need anything else? No, nothing. No. No, no,

nothing. Okay, thank you. Have a good day. Thank you for calling us. Thank you. Thank you and have a good day. You too. Thank you. Thank you. Bye. Bye-bye. Thank you for calling. Thank you for your time.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_1: Hello.

Speaker speaker_0: Hi, how can I help you.

Speaker speaker_1: I'm fine. Um, I need translate Swahili.

Speaker speaker_0: I'm sorry?

Speaker speaker_1: I need, I need translate of Swahili. I need it Swahili.

Speaker speaker_0: You need a translator?

Speaker speaker_1: I don't understand English. Swahili, Swahili.

Speaker speaker_0: I'm sorry, I'm not understanding. Are you asking for a translator?

Speaker speaker_1: Um, not understand English.

Speaker speaker_0: Okay, do you speak Spanish or what do you speak?

Speaker speaker_1: Swahili.

Speaker speaker_0: I'm sorry?

Speaker speaker_1: Swahili. Swahili.

Speaker speaker_0: What language, what language do you speak?

Speaker speaker_1: Swahili. Swahili.

Speaker speaker_0: Uh, I, I don't under-

Speaker speaker_1: Swahili.

Speaker speaker_0: Uh-

Speaker speaker_1: Swahili. I'm speaking Swahili.

Speaker speaker_0: Okay, I- I'm not understanding. What, what is the language that you speak?

Speaker speaker_1: Swahili.

Speaker speaker_0: How do you spell that?

Speaker speaker_1: Swahili. Swahili. I'm speaking Swahili.

Speaker speaker_0: Okay, I'm, I'm sorry, I just don't understand what language you need.

Speaker speaker_1: Swahili.

Speaker speaker_0: F- Swahili?

Speaker speaker_1: Yeah, Swahili.

Speaker speaker_2: Okay. 10 seconds.

Speaker speaker_1: I'm going to be done.

Speaker speaker_3: She's going to be ready in two years.

Speaker speaker_1: I'm going to be done. 10 seconds.

Speaker speaker_3: Go on, yeah, you go on.

Speaker speaker_1: Go on.

Speaker speaker_3: You go on, then. Go on, then.

Speaker speaker_0: Okay, ma'am, I- I'm, I'm not understanding. Um, I have never heard of a language called Flylee.

Speaker speaker_2: Oh, you, you can speak it. I can translate for her.

Speaker speaker_0: I'm sorry.

Speaker speaker_1: I'm here because you're still so far from home.

Speaker speaker_2: You can speak it. I will translate for her.

Speaker speaker_0: Okay, but I, in order for me to help you, I need to know what language this is gonna be for.

Speaker speaker_2: It's Swahili.

Speaker speaker_0: It's what?

Speaker speaker_2: Swahili. S... S-W-A-H... H-A... It's S-W-A-H-I-L-E.

Speaker speaker_0: Would it be S-A-W-H-I-L-I?

Speaker speaker_2: Uh, yeah.

Speaker speaker_0: Okay, give me just one second. Okay, I... is everyone here?

Speaker speaker_4: Can you hear me now?

Speaker speaker_5: I can now.

Speaker speaker_4: Hello.

Speaker speaker_5: Hello.

Speaker speaker_4: My name is Mohammed. I'm an interpreter who will help you by talking to your employer shortly. The interpreter will assist you with everything.

Speaker speaker_5: Okay.

Speaker speaker_4: Okay. You may now begin.

Speaker speaker_0: Hi, how can I help you?

Speaker speaker_4: How can I help you today?

Speaker speaker_5: Oh, I wanted to ask you because I saw them calling me on the phone and they talked to me. So I thought they were just giving me numbers there and I should just dial it and they would pick up the phone. That's why I'm calling you now to ask you because I don't know why they were calling me. I don't know why they called me.

Speaker speaker_4: So, uh, I was being called and I received the call. And then, I was in- um, informed that I should call number. So I was just wondering, uh, the reason for that call and what they wanted.

Speaker speaker_0: Okay. Um, so we administer, uh, medical insurance if you work through a, uh, staffing or temporary agency. Um, we do work for a few different agencies. What is the name of the agency you work for?

Speaker speaker_4: We are BIMA, which we work hand-in-hand with the agency that people use for health insurance. Which agency do you use?

Speaker speaker_5: I don't have one.

Speaker speaker_4: Where do you use it?

Speaker speaker_5: Not there.

Speaker speaker_4: No, I don't have any agency. I don't work.

Speaker speaker_0: Okay. It's possible that we have the wrong number on file, but this is just for medical insurance if you work through a staffing or temp- temp agency. Um, so if you don't work for a staffing or temp agency, you can disregard the call.

Speaker speaker_4: And, um, it looks like we have just this number on our system. We are just health insurance. If you don't work through a staffing or temp agency, it's okay. Don't even worry. Just hang up the phone.

Speaker speaker_5: I'm hanging up. Uh, no. Nothing.

Speaker speaker_6: All right.

Speaker speaker_5: Nothing.

Speaker speaker_0: Do you need help with-

Speaker speaker_5: Okay.

Speaker speaker_0: ... anything else?

Speaker speaker_4: Uh, do you need anything else?

Speaker speaker_5: No, nothing.

Speaker speaker_4: No. No, no, nothing.

Speaker speaker_0: Okay, thank you. Have a good day.

Speaker speaker_4: Thank you for calling us.

Speaker speaker_5: Thank you. Thank you and have a good day.

Speaker speaker_4: You too. Thank you.

Speaker speaker_0: Thank you. Bye.

Speaker speaker_4: Bye-bye. Thank you for calling. Thank you for your time.