

Transcript: Estefania

Acevedo-5050153124151296-6514781196828672

Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I help you? Hi. I'm calling, um, as a, an interpreter for my dad who is enrolled in the Stella benefits and we have a few questions. Okay. Um, I just need verbal permission from him. I just need to know. Since the call is being recorded, I just need him to say like, "Yes," to when I ask if I can give you information, since the call is being recorded for security purposes. Okay. Um, he, uh, he's out right now but I guess I can call back around 4:00 and he'll get back. Oh. Okay, yeah, that's fine. Um, I was gonna tell you that we do have, um, interpreters and are in f- for different languages as well. He just would have to tell us- But, uh, do I ask for that during a conversation? 'Cause it's just English and Spanish for the keypad, I think. No, we have a diff- a, like, a bunch of different languages like French, Creole. Uh, we have like 30 language codes. Okay. So we have interpreters. Mm-hmm. Okay. Then I'll ask him to call you back. Um... Mm-hmm. It's whatever makes him feel comfortable. He's also welcome to do, um, what you're gonna do but they're gonna ask for verbal permission and I'm pretty sure they're gonna bring up the interpreters, uh, but- Okay. ... I'm pretty sure they wouldn't have an issue. But I just wanted to have, um, let you know just in case in future reference he did want to call, that we do have, um, that system that we can reach out to a interpreter for that language he needs. Okay. What's the language? What time is it? Oh, it's Vietnamese. Vietnamese. Let me see if we have that. I believe we do but let me just make sure. Yeah, we do. We have it available for interpreters and we're from 8:00 AM up until 8:00 PM Monday through Friday Eastern time. So right now it's 5:33 where I'm at. Oh, okay. Gotcha. Yeah, we're in PSD so, uh, probably 5:00 PM for us. Okay. Okay, yeah, 'cause right here it's 5:33, 30 minutes till 6:00. Okay, yeah. I'll have him call you back, uh, with the information. Okay. Gotcha. Okay. Well, I hope you have a great day. All right, thank you. Mm-hmm.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. My name is Stephanie. How can I help you?

Speaker speaker_1: Hi. I'm calling, um, as a, an interpreter for my dad who is enrolled in the Stella benefits and we have a few questions.

Speaker speaker_0: Okay. Um, I just need verbal permission from him. I just need to know. Since the call is being recorded, I just need him to say like, "Yes," to when I ask if I can give you information, since the call is being recorded for security purposes.

Speaker speaker_1: Okay. Um, he, uh, he's out right now but I guess I can call back around 4:00 and he'll get back.

Speaker speaker_0: Oh. Okay, yeah, that's fine. Um, I was gonna tell you that we do have, um, interpreters and are in f- for different languages as well. He just would have to tell us-

Speaker speaker_1: But, uh, do I ask for that during a conversation? 'Cause it's just English and Spanish for the keypad, I think.

Speaker speaker_0: No, we have a diff- a, like, a bunch of different languages like French, Creole. Uh, we have like 30 language codes.

Speaker speaker_1: Okay.

Speaker speaker_0: So we have interpreters.

Speaker speaker_1: Mm-hmm. Okay. Then I'll ask him to call you back. Um...

Speaker speaker_0: Mm-hmm. It's whatever makes him feel comfortable. He's also welcome to do, um, what you're gonna do but they're gonna ask for verbal permission and I'm pretty sure they're gonna bring up the interpreters, uh, but-

Speaker speaker_1: Okay.

Speaker speaker_0: ... I'm pretty sure they wouldn't have an issue. But I just wanted to have, um, let you know just in case in future reference he did want to call, that we do have, um, that system that we can reach out to a interpreter for that language he needs.

Speaker speaker_1: Okay.

Speaker speaker_0: What's the language?

Speaker speaker_2: What time is it?

Speaker speaker_1: Oh, it's Vietnamese.

Speaker speaker_0: Vietnamese. Let me see if we have that. I believe we do but let me just make sure. Yeah, we do. We have it available for interpreters and we're from 8:00 AM up until 8:00 PM Monday through Friday Eastern time. So right now it's 5:33 where I'm at.

Speaker speaker_1: Oh, okay. Gotcha. Yeah, we're in PSD so, uh, probably 5:00 PM for us.

Speaker speaker_0: Okay. Okay, yeah, 'cause right here it's 5:33, 30 minutes till 6:00.

Speaker speaker_1: Okay, yeah. I'll have him call you back, uh, with the information.

Speaker speaker_0: Okay. Gotcha. Okay. Well, I hope you have a great day.

Speaker speaker_1: All right, thank you.

Speaker speaker_0: Mm-hmm.