

## **Transcript: Francesca**

**Baez-4871140746772480-6091833937281024**

### **Full Transcript**

Thank you for calling Benefits in a Card. My name is Francesca. How can I help you? Um, hi. I had a missed call from this number, and I was just calling back. Okay. Did you listen to any voice message they left? I'm sorry? Did you listen to any voice message they left? Yeah. It says, um, to request a new appointment 'cause I guess we d-, I couldn't do it over, um... That I will have to res- um, to schedule a in-person appointment. Okay. So that's more than likely a virtual call and it ga- got you back to the main line instead of them. Do you remember if it was urgent care virtual or if it was primary care virtual? Uh, it was a primary care. Okay. Bear with me one moment so I can get you transferred over to that team. Okay.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits in a Card. My name is Francesca. How can I help you?

Speaker speaker\_1: Um, hi. I had a missed call from this number, and I was just calling back.

Speaker speaker\_0: Okay. Did you listen to any voice message they left?

Speaker speaker\_1: I'm sorry?

Speaker speaker\_0: Did you listen to any voice message they left?

Speaker speaker\_1: Yeah. It says, um, to request a new appointment 'cause I guess we d-, I couldn't do it over, um... That I will have to res- um, to schedule a in-person appointment.

Speaker speaker\_0: Okay. So that's more than likely a virtual call and it ga- got you back to the main line instead of them. Do you remember if it was urgent care virtual or if it was primary care virtual?

Speaker speaker\_1: Uh, it was a primary care.

Speaker speaker\_0: Okay. Bear with me one moment so I can get you transferred over to that team.

Speaker speaker\_1: Okay.