Transcript: Franchesca Baez-5660600822448128-4830072091230208

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Carex, this is Quinn, how can I help you? Hey Quinn, this is Francesca again. Um, I forgot to ask if with the FreeRx you guys do the refills automatically or if we have to call in to get refills? Okay. I'm sorry? Can you give me, give me one second, let me place you on a brief hold and I'll get some answers for you. Thank you. Thank you for holding. Uh, I'm so sorry, um, Roseanne is actually away from her desk and I'm not 100% sure of the answer for you. Can I take- Mm-hmm. ... a callback number and I'll have her reach out? Of course. Um, she can give us a call at the main FreeRx line, 888-837-3379. Okay. That was 888-837-3379. Yes, ma'am. Okay. I'll have her reach out as soon as she can. Thank you. No problem. You have a good one. Bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Carex, this is Quinn, how can I help you?

Speaker speaker_2: Hey Quinn, this is Francesca again. Um, I forgot to ask if with the FreeRx you guys do the refills automatically or if we have to call in to get refills?

Speaker speaker_1: Okay.

Speaker speaker_2: I'm sorry?

Speaker speaker_1: Can you give me, give me one second, let me place you on a brief hold and I'll get some answers for you.

Speaker speaker_2: Thank you.

Speaker speaker_1: Thank you for holding. Uh, I'm so sorry, um, Roseanne is actually away from her desk and I'm not 100% sure of the answer for you. Can I take-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... a callback number and I'll have her reach out?

Speaker speaker_2: Of course. Um, she can give us a call at the main FreeRx line, 888-837-3379.

Speaker speaker_1: Okay. That was 888-837-3379.

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. I'll have her reach out as soon as she can.

Speaker speaker_2: Thank you.

Speaker speaker_1: No problem. You have a good one.

Speaker speaker_2: Bye.