

Transcript: Francesca

Baez-5690555796733952-4793312164102144

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Telehealth Scheduling. My name's Haley. How may I assist you? Good afternoon, Haley. This is Francesca with Benefits in a Cart customer service. I have a member on the line that was looking for either assistance of setting an urgent care appointment or how to put his pharmacy on the website. Will it be okay for me to transfer him to you? Of course. All right. One moment, please.

Conversation Format

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

Speaker speaker_1: Thank you for calling Telehealth Scheduling. My name's Haley. How may I assist you?

Speaker speaker_2: Good afternoon, Haley. This is Francesca with Benefits in a Cart customer service. I have a member on the line that was looking for either assistance of setting an urgent care appointment or how to put his pharmacy on the website. Will it be okay for me to transfer him to you?

Speaker speaker_1: Of course.

Speaker speaker_2: All right. One moment, please.