

Transcript: Francesca

Baez-5714904094392320-6512830500618240

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Oh. Good morning, my name is Francesca Benefits New Card looking to speak with Ms. Castor on behalf of Focus Workforce Management about her virtual services. Hi, Francesca. Good morning, ma'am. Um, so the front office advised me that you actually have to speak with a different department who is specifically in charge of them, of their virtual care to be able to get your dependent access. Okay. All right. So I'll go ahead and get you transferred over to them, just bear with me one moment while I do so, okay? All right, thank you so much for all your help. Of course, it was my pleasure. Thank you for your patience in waiting for us to resolve it. Wait one second. ... free Rx. This is the person at home line you're speaking with-

Conversation Format

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

Speaker speaker_1: Oh. Good morning, my name is Francesca Benefits New Card looking to speak with Ms. Castor on behalf of Focus Workforce Management about her virtual services.

Speaker speaker_2: Hi, Francesca.

Speaker speaker_1: Good morning, ma'am. Um, so the front office advised me that you actually have to speak with a different department who is specifically in charge of them, of their virtual care to be able to get your dependent access.

Speaker speaker_2: Okay.

Speaker speaker_1: All right. So I'll go ahead and get you transferred over to them, just bear with me one moment while I do so, okay?

Speaker speaker_2: All right, thank you so much for all your help.

Speaker speaker_1: Of course, it was my pleasure. Thank you for your patience in waiting for us to resolve it. Wait one second.

Speaker speaker_0: ... free Rx. This is the person at home line you're speaking with-