

Transcript: Francesca

Baez-6058576724672512-5955046957432832

Full Transcript

Thank you for calling Benefits My name is Francesca. How can I assist you today? Hi. I called previously and a guy put me on hold while he checked on something. Is it able to connect me to the prior operator? He put me on hold while he was checking on my issue and then it, like, connected me to, like, another thing, so I just called back. Do you remember what the name of ? No, but it was a male, a white male, I believe. He didn't give me his name I don't think. All right. Bear with me one moment. Yeah. That's cool, 'cause he was, like, checking on an i-issue for me already so... Okay. Okay. Hello, ma'am? Hello. I'm here. So according to my coworker, she was trying to get you transferred over to the vision carrier. I can go ahead and get you transferred over to them. Do you want me to give you their phone number before? Um, are you guys not able to help me? They have to do it? So we're only an account administrator. We're limited to the things that we can do, what information we have access to. The only thing we really do here is enrollment, cancellations, or providing you to the correct carrier. But we're not the actual persons that own your vision plan. Oh, okay. Okay. Um, okay. So just, uh, transfer me I suppose. Okay. Bear with me one moment then.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits My name is Francesca. How can I assist you today?

Speaker speaker_1: Hi. I called previously and a guy put me on hold while he checked on something. Is it able to connect me to the prior operator? He put me on hold while he was checking on my issue and then it, like, connected me to, like, another thing, so I just called back.

Speaker speaker_0: Do you remember what the name of ?

Speaker speaker_1: No, but it was a male, a white male, I believe. He didn't give me his name I don't think.

Speaker speaker_0: All right. Bear with me one moment.

Speaker speaker_1: Yeah. That's cool, 'cause he was, like, checking on an i- issue for me already so...

Speaker speaker_0: Okay.

Speaker speaker_1: Okay.

Speaker speaker_0: Hello, ma'am?

Speaker speaker_1: Hello.

Speaker speaker_0: I'm here. So according to my coworker, she was trying to get you transferred over to the vision carrier. I can go ahead and get you transferred over to them. Do you want me to give you their phone number before?

Speaker speaker_1: Um, are you guys not able to help me? They have to do it?

Speaker speaker_0: So we're only an account administrator. We're limited to the things that we can do, what information we have access to. The only thing we really do here is enrollment, cancellations, or providing you to the correct carrier. But we're not the actual persons that own your vision plan.

Speaker speaker_1: Oh, okay. Okay. Um, okay. So just, uh, transfer me I suppose.

Speaker speaker_0: Okay. Bear with me one moment then.