

Transcript: Franchesca

Baez-6661869576437760-6360561984258048

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hello? Hello? Hello? Hello? Hello? Yes, hello. I have a member on the line that would like to speak with you guys in regards to a prescription order. Can I please get her transferred? Yeah. What's her last name and date of birth? I don't have her information. As I was... She's very upset at the moment. I didn't even get a chance to get those details. I'm sorry. Okay. Yeah, go ahead and transfer her over.

Conversation Format

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

Speaker speaker_1: Hello?

Speaker speaker_2: Hello? Hello? Hello? Hello?

Speaker speaker_1: Yes, hello. I have a member on the line that would like to speak with you guys in regards to a prescription order. Can I please get her transferred?

Speaker speaker_2: Yeah. What's her last name and date of birth?

Speaker speaker_1: I don't have her information. As I was... She's very upset at the moment. I didn't even get a chance to get those details. I'm sorry.

Speaker speaker_2: Okay. Yeah, go ahead and transfer her over.