

Transcript: Pearl

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good morning, thank you for calling Benefits in a Card, my name is Pearl. Who the hell was I just speaking with? Yes, ma'am, my name is Victoria Billy. Hello? Her um... Hello? Hello? Can you hear me now? Hi, who the hell was I just speaking with? Victoria Billy. And how can I assist you? Yes, ma'am. I had a consultation scheduled for 11 o'clock this morning, but I haven't received the call. I'm sorry, I cannot hear you. You- you sound really far. Okay. Hold on just a second. Can you hear me now? Y- you sound really far, so y- I'm sorry, you said you had a- an appointment to- for what? At 11 o'clock this morning, but I never received the call. We are the healthcare administrators for staffing agencies. Ma'am? We are the healthcare administrators for staffing agencies. We're not a provider's office. Okay, so who do I contact about... 'Cause this is the only number that was given to me, and it said call if I had questions, so when I go online and I schedule a consultation, um, like who would I speak to about my missed, you know, appointments? Is it a virtual appointment? Yes. They were supposed to give me a call at 11. Okay. And is it a primary care or is urgent care? Urgent care. Okay. Let me get you transferred over to them, bear with me one moment. Okay, thank you. No problem.

Conversation Format

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

Speaker speaker_1: Hi, good morning, thank you for calling Benefits in a Card, my name is Pearl. Who the hell was I just speaking with?

Speaker speaker_2: Yes, ma'am, my name is Victoria Billy.

Speaker speaker_1: Hello?

Speaker speaker_2: Her um...

Speaker speaker_1: Hello?

Speaker speaker_2: Hello? Can you hear me now?

Speaker speaker_1: Hi, who the hell was I just speaking with?

Speaker speaker_2: Victoria Billy.

Speaker speaker_1: And how can I assist you?

Speaker speaker_2: Yes, ma'am. I had a consultation scheduled for 11 o'clock this morning, but I haven't received the call.

Speaker speaker_1: I'm sorry, I cannot hear you. You- you sound really far.

Speaker speaker_2: Okay. Hold on just a second. Can you hear me now?

Speaker speaker_1: Y- you sound really far, so y- I'm sorry, you said you had a- an appointment to- for what?

Speaker speaker_2: At 11 o'clock this morning, but I never received the call.

Speaker speaker_1: We are the healthcare administrators for staffing agencies.

Speaker speaker_2: Ma'am?

Speaker speaker_1: We are the healthcare administrators for staffing agencies. We're not a provider's office.

Speaker speaker_2: Okay, so who do I contact about... 'Cause this is the only number that was given to me, and it said call if I had questions, so when I go online and I schedule a consultation, um, like who would I speak to about my missed, you know, appointments?

Speaker speaker_1: Is it a virtual appointment?

Speaker speaker_2: Yes. They were supposed to give me a call at 11.

Speaker speaker_1: Okay. And is it a primary care or is urgent care?

Speaker speaker_2: Urgent care.

Speaker speaker_1: Okay. Let me get you transferred over to them, bear with me one moment.

Speaker speaker_2: Okay, thank you.

Speaker speaker_1: No problem.