

Transcript: VICTORIA

Taylor-4787718808092672-6105339931344896

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card, this is Victoria, how can I help you? Hi, Victoria. Um, this would be my first time using this card. Um, I was trying to set up like a telehealth kind of appointment, I don't know how that works. Okay. Uh, what's the name of the agency that you work for? Carlton Staffing. And the last four of your Social? 1840. And your first and last name? Andrea Ocampo. Okay. Do you mind verifying your address and date of birth? Um, I don't know what address is on there, might be 71025 0008? Yes, mm-hmm. Okay. Houston, Texas 77092 and date of birth is 09/26/93. Okay. Phone number 281-300-0173? Yes, ma'am. And then email is gonna be first name and then zama0@gmail.com? Yes, ma'am. Okay. Give me just one second. Do you mind if I put you on a brief hold for just one second? That's okay. Alrighty, so the, uh, virtual care would be Walmart Health Virtual Care. Um, I can give you a site to go onto or I can give you a phone number to call. I can go on the website. You're on the website now? Yes. I'm sorry, the phone's breaking up. I can go to the website. Okay. Um, so the website is gonna be W-M as in Mary, T as in Tom, H-E-A-L-... and then forward slash, M as in Mary, Y, B as in boy, I, A, C. Uh, okay. So, that's, mm, when it, I already tried that and it's me M-D, and then when I try to put in my information it says that it's not available. Hmm. Okay. Um... You might have to call them then 'cause I'm not too sure what would be going on. Give me one second. Okay, yeah, you might need to call them. Um, I can give you their phone number. It's okay. I have the phone number here. Okay. Was there anything else- Thank you. ... you might need help with? No, that's it. Okay. You have a wonderful day. Thank you. You too. Thank you. Bye-bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits on a Card, this is Victoria, how can I help you?

Speaker speaker_2: Hi, Victoria. Um, this would be my first time using this card. Um, I was trying to set up like a telehealth kind of appointment, I don't know how that works.

Speaker speaker_1: Okay. Uh, what's the name of the agency that you work for?

Speaker speaker_2: Carlton Staffing.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 1840.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Andrea Ocampo.

Speaker speaker_1: Okay. Do you mind verifying your address and date of birth?

Speaker speaker_2: Um, I don't know what address is on there, might be 71025 0008?

Speaker speaker_1: Yes, mm-hmm.

Speaker speaker_2: Okay. Houston, Texas 77092 and date of birth is 09/26/93.

Speaker speaker_1: Okay. Phone number 281-300-0173?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: And then email is gonna be first name and then zama0@gmail.com?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. Give me just one second. Do you mind if I put you on a brief hold for just one second?

Speaker speaker_2: That's okay.

Speaker speaker_1: Alrighty, so the, uh, virtual care would be Walmart Health Virtual Care. Um, I can give you a site to go onto or I can give you a phone number to call.

Speaker speaker_2: I can go on the website.

Speaker speaker_1: You're on the website now?

Speaker speaker_2: Yes.

Speaker speaker_1: I'm sorry, the phone's breaking up.

Speaker speaker_2: I can go to the website.

Speaker speaker_1: Okay. Um, so the website is gonna be W-M as in Mary, T as in Tom, H-E-A-L-

Speaker speaker_3: ... and then forward slash, M as in Mary, Y, B as in boy, I, A, C.

Speaker speaker_2: Uh, okay. So, that's, mm, when it, I already tried that and it's me M-D, and then when I try to put in my information it says that it's not available.

Speaker speaker_3: Hmm. Okay. Um... You might have to call them then 'cause I'm not too sure what would be going on. Give me one second. Okay, yeah, you might need to call them. Um, I can give you their phone number.

Speaker speaker_2: It's okay. I have the phone number here.

Speaker speaker_3: Okay. Was there anything else-

Speaker speaker_2: Thank you.

Speaker speaker_3: ... you might need help with?

Speaker speaker_2: No, that's it.

Speaker speaker_3: Okay. You have a wonderful day.

Speaker speaker_2: Thank you. You too.

Speaker speaker_3: Thank you. Bye-bye.