

Transcript: VICTORIA

Taylor-5559945057714176-6457441606877184

Full Transcript

Thank you for calling Benefits on a Cart. This is Victoria. How can I help you? Hi, Miss Victoria. I was just on the phone with the doctor. Um, his name is Afti Ashid. Could I please get back in contact with him? Okay. Were you using the virtual benefit? Uh, ah, yes, ma'am. Like I was... I did everything online and I got a call and I got my prescription, but the thing I was prescribed, I would like to request a different medicine. Um, yeah, I've... I guess I've, I've taken that in the past, my mom said, and, uh, my body did not like it and I would like to not go through that again. Okay, so I'm gonna have to transfer you over to that department. Um, give me a few seconds while I pull up your file. What's the name of the agency you work for? Agency I work for? Oh, OnTrack. OnTrack Staffing. And the last four of your social. Can you say that one more time? The last four of your social? 3171. And your first and last name? Jaiden Alexander. J-A-I-D-E-N Alexander. Okay. Do you mind verifying your address and date of birth? My address that should be on file should be 3601 Beering Bell Drive, um, Denton, Texas. If it didn't pop up as Denton, Texas, it pops up as, um, Ch- Corinshay Shore sometimes, I don't know. What's your date of birth? August 9th, 2002. Phone number is 940-514-5733. Um, yes, that's the number I have with them on file, but that should not be the number I have on your guys' file. The number I should have with you guys should be 214-897-2180. Okay, I can update it. Email is gonna be alexanderjoa3@gmail.com. Yes, ma'am. Okay. Give me a few seconds. Okay, I'm gonna go ahead and transfer you over. Okay. Thank you.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Cart. This is Victoria. How can I help you?

Speaker speaker_1: Hi, Miss Victoria. I was just on the phone with the doctor. Um, his name is Afti Ashid. Could I please get back in contact with him?

Speaker speaker_0: Okay. Were you using the virtual benefit?

Speaker speaker_1: Uh, ah, yes, ma'am. Like I was... I did everything online and I got a call and I got my prescription, but the thing I was prescribed, I would like to request a different medicine. Um, yeah, I've... I guess I've, I've taken that in the past, my mom said, and, uh, my body did not like it and I would like to not go through that again.

Speaker speaker_0: Okay, so I'm gonna have to transfer you over to that department. Um, give me a few seconds while I pull up your file. What's the name of the agency you work for?

Speaker speaker_1: Agency I work for? Oh, OnTrack. OnTrack Staffing.

Speaker speaker_0: And the last four of your social.

Speaker speaker_1: Can you say that one more time?

Speaker speaker_0: The last four of your social?

Speaker speaker_1: 3171.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Jaiden Alexander. J-A-I-D-E-N Alexander.

Speaker speaker_0: Okay. Do you mind verifying your address and date of birth?

Speaker speaker_1: My address that should be on file should be 3601 Beering Bell Drive, um, Denton, Texas. If it didn't pop up as Denton, Texas, it pops up as, um, Ch- Corinshay Shore sometimes, I don't know.

Speaker speaker_0: What's your date of birth?

Speaker speaker_1: August 9th, 2002.

Speaker speaker_0: Phone number is 940-514-5733.

Speaker speaker_1: Um, yes, that's the number I have with them on file, but that should not be the number I have on your guys' file. The number I should have with you guys should be 214-897-2180.

Speaker speaker_0: Okay, I can update it. Email is gonna be alexanderjoa3@gmail.com.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. Give me a few seconds. Okay, I'm gonna go ahead and transfer you over.

Speaker speaker_1: Okay. Thank you.