

Call Transcript with Genesys Telephony System Dispositions:

[Call Initiated]

[Genesys Disposition: Incoming Call Routed to Representative]

Insurance Representative (IR): Good morning, BestHealth Insurance Co., you're speaking with Sarah. How may I brighten your day?

Policyholder (PH): Hey there, I'm John Smith. I've got some post-surgery paperwork that's more confusing than a crossword. I need to file a claim.

IR: I'm here to help with that, Mr. Smith. Let's start with the easy part, shall we? Could I get your date of birth for verification?

PH: Sure thing, it's the same as the King of Rock's, January 15th, but I'm an '85 model.

[Genesys Disposition: Customer Verification Started]

IR: Thank you for that, Mr. Smith. And your policy number, if you have it handy?

PH: Just a moment, let me pull that up... It's HS, followed by a string of numbers... 123456789.

[Genesys Disposition: Policy Located, Accessing Details]

IR: Perfect, I see your details here. Now, let's talk about this surgery. Could you give me a bit of background?

PH: It's about my knee surgery—some fancy procedure called arthroscopy, happened on October 20th.

IR: I hope you're feeling better already. Let's get into the specifics. Who was the surgeon in charge?

PH: That would be Dr. Mary L. Johnson. She's got her practice, oh, somewhere down Care Lane.

IR: I know the place. Autumn in Healthville is quite the sight, isn't it? And the surgery, was it scheduled or an emergency?

PH: Scheduled for sure. I had enough warning signs to plan it out.

IR: That helps. What about the financials? What did the procedure set you back?

PH: The total was \$5,200, but my wallet's already \$520 lighter—that was the deductible.

[Genesys Disposition: Financial Details Recorded]

IR: Noted. And this knee situation, was it due to an accident or just one of life's curveballs?

PH: Just life and old sports injuries catching up to me, I suppose.

IR: Understood, no third-party liability then. When did you first notice something was off?

PH: I started limping when the leaves began to turn, early September I reckon.

IR: Good, I've recorded that. Now, the address where we should send our correspondence?

PH: It's 123 Wellness Road. The trees there are magnificent this time of year.

IR: And Healthville was it? Zip code for the records?

PH: Yep, Healthville, ST 54321. You can't miss it.

IR: Perfect. And how can we reach you best? Phone or email?

PH: Call my cell, it's 555-123-4567. Or email's good too, johnsmith at 123.com.

IR: Great choices. Now, Mr. Smith, do you have the claim form in front of you by any chance?

PH: I do. It's filled with boxes more than a moving van.

IR: Let's go through it together. Can you tell me what you see first?

PH: Well, there's a box here asking for my employer's details.

IR: That would be Healthy Living Corp., correct?

PH: You got it, been there since the stone ages.

[Genesys Disposition: Completing Form Assistance]

IR: Mr. Smith, I've got enough to get this claim started. Your claim number will be CLM987654321. I'll email you a summary. Can you confirm the details when you receive it?

PH: Absolutely, I'll keep an eye out for it.

IR: Wonderful. If anything comes up or if you need more help, just dial us back or shoot an email. We're always here to assist.

PH: I appreciate that, Sarah. It's been a real help.

IR: Just doing my job, Mr. Smith. Wishing you a quick recovery and a hassle-free claim. Have a wonderful day!

PH: Same to you, goodbye.

IR: Goodbye, Mr. Smith.

[Call Ended]

[Genesys Disposition: Call Concluded, Follow-Up Email Sent]