

Transcript: Francesca

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits ... This is Francesca. How can I assist you today? Uh, yes, ma'am, um, I had gotten a call, uh, I believe it was on Friday. I was supposed to get a call back, uh, um, that, later on that afternoon. Uh, only because I didn't have my, my, at the time my, my kid's social so I could add him to the benefits, ma'am. But, um, I don't know if, uh, if maybe I can get help now. Can I take a look what staffing company do you work with? Uh, DB Schanker. No, sir, the staffing company. I'm sorry? The staffing company that you work with. Uh, what do you mean c-company? That's who I work with, DB Schanker. Sir, your current benefits number, we administer the health insurance of another staffing company, sir. Oh. Oh, okay. So if you're gonna have benefits where we administer, you're with a staffing company. Oh, no. Th- then that, never mind. I guess, it just, uh, and I, I know which one, what company you're calling me about it, uh, when I was working for, uh, Crown, Crown Staffing. But, um, no, I'm supposed to do my, my, actually, my, uh, benefits for this, uh, trucking company that I'm already in. So I, I, I apologize for that, ma'am. That's okay, sir. Have a wonderful rest of your day. Thank you for your time. You did, too.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits ... This is Francesca. How can I assist you today?

Speaker speaker_2: Uh, yes, ma'am, um, I had gotten a call, uh, I believe it was on Friday. I was supposed to get a call back, uh, um, that, later on that afternoon. Uh, only because I didn't have my, my, at the time my, my kid's social so I could add him to the benefits, ma'am. But, um, I don't know if, uh, if maybe I can get help now.

Speaker speaker_1: Can I take a look what staffing company do you work with?

Speaker speaker_2: Uh, DB Schanker.

Speaker speaker_1: No, sir, the staffing company.

Speaker speaker_2: I'm sorry?

Speaker speaker_1: The staffing company that you work with.

Speaker speaker_2: Uh, what do you mean c- company? That's who I work with, DB Schanker.

Speaker speaker_1: Sir, your current benefits number, we administer the health insurance of another staffing company, sir.

Speaker speaker_2: Oh. Oh, okay.

Speaker speaker_1: So if you're gonna have benefits where we administer, you're with a staffing company.

Speaker speaker_2: Oh, no. Th- then that, never mind. I guess, it just, uh, and I, I know which one, what company you're calling me about it, uh, when I was working for, uh, Crown, Crown Staffing. But, um, no, I'm supposed to do my, my, actually, my, uh, benefits for this, uh, trucking company that I'm already in. So I, I, I apologize for that, ma'am.

Speaker speaker_1: That's okay, sir. Have a wonderful rest of your day. Thank you for your time.

Speaker speaker_2: You did, too.