

Transcript: Franchesca

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits 000 00:00:04,146 -- 00:00:08,146 My name is Francesca Harkness. Okay. Hey, I had a voicemail from Friday. My name Mari Edwards. Okay. And what did the voice message say? Um, it was something like "benefits." So I don't have access to that voicemail. I was not the one that left it. The only way that I could possibly assist you is knowing what the voicemail said. Aside from that, I can take a look in your account, but I cannot guarantee that I'll be able to locate the reason for that voicemail in there. Okay. That's fine. What staffing company do you work with? I work with the banquet, Banquet... No, ma'am. Staffing company. Ma'am? The staffing company name. Oh. Um, it's over there on Richard, uh, Richardson Boulevard. No, ma'am. I need the name of the staffing company, ma'am. I'm not asking for an address nor the position that you have worked on. I'm, you need the staffing company. Without the staffing company name, I cannot assist you. The reason for it is- Okay. ... you're calling an account administrator for health insurance. We work with multiple different staffing companies throughout the whole country. The only way for me to locate an account in the system is knowing your staffing company as well as the last four of your Social. Okay. I'll soon get ready. I know my Social. Okay. So what is the staffing company name? Ma'am? Hold on. I'm, um, quick, I mean, I'm looking now. Give me a minute. Okay. So due to this being our peak hour, I can only hold for one more minute.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits 000 00:00:04,146 -- 00:00:08,146 My name is Francesca Harkness.

Speaker speaker_2: Okay. Hey, I had a voicemail from Friday. My name Mari Edwards.

Speaker speaker_1: Okay. And what did the voice message say?

Speaker speaker_2: Um, it was something like "benefits."

Speaker speaker_1: So I don't have access to that voicemail. I was not the one that left it. The only way that I could possibly assist you is knowing what the voicemail said. Aside from that, I can take a look in your account, but I cannot guarantee that I'll be able to locate the reason for that voicemail in there.

Speaker speaker_2: Okay. That's fine.

Speaker speaker_1: What staffing company do you work with?

Speaker speaker_2: I work with the banquet, Banquet...

Speaker speaker_1: No, ma'am. Staffing company.

Speaker speaker_2: Ma'am?

Speaker speaker_1: The staffing company name.

Speaker speaker_2: Oh. Um, it's over there on Richard, uh, Richardson Boulevard.

Speaker speaker_1: No, ma'am. I need the name of the staffing company, ma'am. I'm not asking for an address nor the position that you have worked on. I'm, you need the staffing company. Without the staffing company name, I cannot assist you. The reason for it is-

Speaker speaker_2: Okay.

Speaker speaker_1: ... you're calling an account administrator for health insurance. We work with multiple different staffing companies throughout the whole country. The only way for me to locate an account in the system is knowing your staffing company as well as the last four of your Social.

Speaker speaker_2: Okay. I'll soon get ready. I know my Social.

Speaker speaker_1: Okay. So what is the staffing company name? Ma'am?

Speaker speaker_2: Hold on. I'm, um, quick, I mean, I'm looking now. Give me a minute.

Speaker speaker_1: Okay. So due to this being our peak hour, I can only hold for one more minute.