

Transcript: Francesca

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Full Transcript

Thank you for calling Benefits in Your Card. My name is Francesca. How can I assist you today? Uh, hi. My name is Sam. Uh, I'd like to cancel my insurance. Which staffing company do you work with? Uh, WSI. Work for Strategy? Uh, no, uh, temporarily. Okay. What is the specific name of the staffing company, sir? WSI. Okay. So if WSI, sir, wouldn't that be- Yeah. ... Workforce Strategies? Is that the actual name of the staffing company? What does WSI stand for, sir, do you know? Uh, WSI, uh, something, uh, staffing, yes. Yes, sir. I understand it's a staffing company, but I asked you if that was Workforce Strategies and you said no. So I'm asking if by any chance WSI is for, in fact, Workforce Strategies. I have to verify due to the fact that another staffing company also uses that acronym. If you are on tour and have received any type of messages or emails, it might be there, so the actual name of your staffing company. Oh. Uh, I, I, I don't know what, what that stands for, but I, I work, uh, by the WSI staffing. Okay. If you have a supervisor or a manager that can verify that information for you, you'll have to speak with them. Since you're stating that WSI is not for Workforce Strategies, I will need you to verify that with your own staffing company because we work with more than one staffing company. Oh. Okay. So you'll have to verify that with them and then give us a call back so that we know where to look for your account. Oh, okay. Like, like can you send me a link that I can do myself or something? The thing is, sir, once again, we work with multiple different staffing companies, so more than one, over 20 to 30 staffing companies. They're all different, so there's no link that I can send to you without knowing which specific staffing company you belong to. That was the reason why I was confirming that WSI was Workforce Strategies but you said no to. So you will need to verify that with your supervisors or managers so that we know in which system to look you for. Oh, okay. Okay. Then I, I ask my, my sub-team lead and I, I, I let him know and call you back then. Understood. We're open 8:00 AM to 8:00 PM Eastern Time. Oh, oh. Okay, okay. Thank you. My pleasure. Have a great day. Okay. Bye. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in Your Card. My name is Francesca. How can I assist you today?

Speaker speaker_1: Uh, hi. My name is Sam. Uh, I'd like to cancel my insurance.

Speaker speaker_0: Which staffing company do you work with?

Speaker speaker_1: Uh, WSI.

Speaker speaker_0: Work for Strategy?

Speaker speaker_1: Uh, no, uh, temporarily.

Speaker speaker_0: Okay. What is the specific name of the staffing company, sir?

Speaker speaker_1: WSI.

Speaker speaker_0: Okay. So if WSI, sir, wouldn't that be-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... Workforce Strategies? Is that the actual name of the staffing company? What does WSI stand for, sir, do you know?

Speaker speaker_1: Uh, WSI, uh, something, uh, staffing, yes.

Speaker speaker_0: Yes, sir. I understand it's a staffing company, but I asked you if that was Workforce Strategies and you said no. So I'm asking if by any chance WSI is for, in fact, Workforce Strategies. I have to verify due to the fact that another staffing company also uses that acronym. If you are on tour and have received any type of messages or emails, it might be there, so the actual name of your staffing company.

Speaker speaker_1: Oh. Uh, I, I, I don't know what, what that stands for, but I, I work, uh, by the WSI staffing.

Speaker speaker_0: Okay. If you have a supervisor or a manager that can verify that information for you, you'll have to speak with them. Since you're stating that WSI is not for Workforce Strategies, I will need you to verify that with your own staffing company because we work with more than one staffing company.

Speaker speaker_1: Oh.

Speaker speaker_0: Okay. So you'll have to verify that with them and then give us a call back so that we know where to look for your account.

Speaker speaker_1: Oh, okay. Like, like can you send me a link that I can do myself or something?

Speaker speaker_0: The thing is, sir, once again, we work with multiple different staffing companies, so more than one, over 20 to 30 staffing companies. They're all different, so there's no link that I can send to you without knowing which specific staffing company you belong to. That was the reason why I was confirming that WSI was Workforce Strategies but you said no to. So you will need to verify that with your supervisors or managers so that we know in which system to look you for.

Speaker speaker_1: Oh, okay. Okay. Then I, I ask my, my sub-team lead and I, I, I let him know and call you back then.

Speaker speaker_0: Understood. We're open 8:00 AM to 8:00 PM Eastern Time.

Speaker speaker_1: Oh, oh. Okay, okay. Thank you.

Speaker speaker_0: My pleasure. Have a great day.

Speaker speaker_1: Okay. Bye.

Speaker speaker_0: Bye-bye.