

## Transcript: Franchesca

**Baez-5135002916044800-6187766005841920**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits My name is Francesca Pape associated. Hi, uh, my name is Dora. I'm calling in regards to my mom's medical coverage. So she's employed, um, through Reno Focus Management Group. Give me a moment. Okay. Okay? Is she on there with you? Um, so the problem is she works Monday through Friday and you guys are Eastern Time, so I'm actually working myself and she, um, she's not able to be with me as I'm calling, if that makes sense. Okay. 'Cause the thing is I cannot do anything in her account without her verbal approval. We are open 8:00 AM to 8:00 PM Eastern Time. Right. Um, if there is any way that maybe on a bathroom break, she can call us- Hmm. ... both of you guys line? Okay. Um, I know when I called you guys have an option for Spanish. Uh, so she, we filled... I filled out the paperwork for her to get medical coverage. Mm-hmm. So she pretty much just has to call you guys and tell you like, "Hey, I wanna enroll in your plan." Or how long does this call take, I guess? 'Cause she only has a 30 minute lunch, so. So if she's still getting enrollment form with her staffing company, more than likely they're gonna send it to us to process it. Um, however- Mm-hmm. ... as far as her enrolling over the phone with us, it takes, if she already knows the plan that she wants, it could take less than six to eight minutes. But if she needs any plan to be explained to her, it could take roughly 8 to 10 minutes to enroll her. Okay. No, yeah, I filled it out with her and I think on the form there it's, uh, she had selected a plan and everything. She just needs for it to start, to get enrolled or whatever. Okay. So if you're just calling to verify whether or not that enrollment went through, we would be able to do that with you and her on the phone. 'Cause if she's to be on the phone with you, what we really need is just verbal approval. Like, um, "Yes, Ms. Jane Doe, do you authorize us to speak with your daughter about your account?" And then she would just give a yes or a no on the recorded line. But if it is to- Okay. ... process the enrollment, then she'll have to be there on the call to be able to at the end authorize the staffing company to make the deductions from her pay stub. Yeah, yeah. Um, well, yeah, that's the thing. I know, like I said, we filled out the form but- Mm-hmm. ... it was never really official 'cause the pay stubs don't show any kind of deduct- deductions. Okay. Um, what, what times... I know you told me the times. What days are you guys available? We're open 8:00 AM to 8:00 PM Eastern Time. Yeah. But what, what days of the week? Oh, sorry. Monday through Fridays. Yeah. Okay. 'Cause she works Monday through Fridays and we're actually on, uh, Pacific Time, so it's kinda hard. Okay. Well, I'll let her know and then maybe, I guess, during her lunch she's able to call you guys. And you said if, if that form is filled out, which I'm pretty sure it is, and I just talked to Focus Management Group or whatever, they're gonna send it over to you guys. Um, it should be about no, no more than 10 minutes you'd say? Yes, ma'am. Um, so your time, we close at 5:00 PM in your time- Right. ... Pacific Time, if I'm not mistaking. Yeah. And she works from 8:00 to 5:00 Monday through

Friday, so that's impossible. And I- Well- And I work too, so I'm calling- Mm-hmm. ... for her and she's not currently here with me, but I, I know she has prescriptions to filled, fill- Mm-hmm. ... which is why it's like a, a, a... We need to process it. But yeah, we're, we're Pacific Time, so yeah, you, you guys open at 5:00 and close at 5:00, right? Our time? Yes. I believe so. Yeah. 'Cause we are 8:00 to 8:00- Mm-hmm. ... our time. So it would be 5:00 to 5:00 your time. You're right. Yes. Um, what I- Yeah. ... was gonna say is if you're able to get her, um, like to send her a quick text and have her in the bathroom give verbal authorization, I'll recommend trying to do that first to see whether or not we did get that form or if our enrollment itself was processed. That way, if it does have, if it needs to be like the whole enrollment done over the phone in the event that that day she's unable to do it, you guys might be able to schedule another time to be able to do it. Okay. Um, so are you... So I can put you on a hold then like text, or text her and see if she can answer really quick? Is that what you're saying? So I will need you to actually- Like now? ... call us with her on the line, 'cause we can't be on the line while you're adding another person on the call, like a three-way. Oh, gotcha. So she would have to be- Yeah. ... in person with me. Mm-hmm. So what I would recommend doing is try to see if at some point today she's able to get on the phone with you. And then while you have her on the call, then give Ozay a call. Then she'll be already patched in there. Does that make sense? Um, okay. So I wouldn't have to be physically next to her. It's just, I would call her first and then call you guys. Is that...? You can do like a three-way that way. 'Cause I know you did tell me your- Mm-hmm. ... schedules are clashed together, so you wouldn't be able to be- Yeah. ... physically next to each other. But you can do a three-way. The only thing is I can't be on the line when you're calling her. You will have to call us- Okay. ... when you're the other line, if that makes sense. Yeah. Yeah. That makes sense. Okay. And then in that moment, uh, she would be able to give you guys, um, authorization and then we can move forward from there? Yes, ma'am. So the same way that you did today where you advised me you were calling for your mother's- Mm-hmm. ... um, benefits. You can just let the next agent, if it's not me, know that, and just be like, "I have my mom on the other line to give verbal approval. Let me know whenever you're ready." And then just patch her through and have her give it. And then we're able to- Oh, okay. ... look at her account and see if any enrollment has been processed already for her account. Okay. Okay. Sounds good. Thank you so much for your help. Of course. Thank you. I hope you have a wonderful rest of your day and fingers crossed, maybe we're able to assist you and your mom today before end of the business day. Yes, thank you. Thank you so much. Thank you. Bye. Have a good one.

## Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits My name is Francesca Pape associated.

Speaker speaker\_2: Hi, uh, my name is Dora. I'm calling in regards to my mom's medical coverage. So she's employed, um, through Reno Focus Management Group.

Speaker speaker\_1: Give me a moment.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Okay? Is she on there with you?

Speaker speaker\_2: Um, so the problem is she works Monday through Friday and you guys are Eastern Time, so I'm actually working myself and she, um, she's not able to be with me as I'm calling, if that makes sense.

Speaker speaker\_1: Okay. 'Cause the thing is I cannot do anything in her account without her verbal approval. We are open 8:00 AM to 8:00 PM Eastern Time.

Speaker speaker\_2: Right.

Speaker speaker\_1: Um, if there is any way that maybe on a bathroom break, she can call us-

Speaker speaker\_2: Hmm.

Speaker speaker\_1: ... both of you guys line?

Speaker speaker\_2: Okay. Um, I know when I called you guys have an option for Spanish. Uh, so she, we filled... I filled out the paperwork for her to get medical coverage.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: So she pretty much just has to call you guys and tell you like, "Hey, I wanna enroll in your plan." Or how long does this call take, I guess? 'Cause she only has a 30 minute lunch, so.

Speaker speaker\_1: So if she's still getting enrollment form with her staffing company, more than likely they're gonna send it to us to process it. Um, however-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... as far as her enrolling over the phone with us, it takes, if she already knows the plan that she wants, it could take less than six to eight minutes. But if she needs any plan to be explained to her, it could take roughly 8 to 10 minutes to enroll her.

Speaker speaker\_2: Okay. No, yeah, I filled it out with her and I think on the form there it's, uh, she had selected a plan and everything. She just needs for it to start, to get enrolled or whatever.

Speaker speaker\_1: Okay. So if you're just calling to verify whether or not that enrollment went through, we would be able to do that with you and her on the phone. 'Cause if she's to be on the phone with you, what we really need is just verbal approval. Like, um, "Yes, Ms. Jane Doe, do you authorize us to speak with your daughter about your account?" And then she would just give a yes or a no on the recorded line. But if it is to-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... process the enrollment, then she'll have to be there on the call to be able to at the end authorize the staffing company to make the deductions from her pay stub.

Speaker speaker\_2: Yeah, yeah. Um, well, yeah, that's the thing. I know, like I said, we filled out the form but-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: ... it was never really official 'cause the pay stubs don't show any kind of deduct- deductions. Okay. Um, what, what times... I know you told me the times. What days are you guys available?

Speaker speaker\_1: We're open 8:00 AM to 8:00 PM Eastern Time.

Speaker speaker\_2: Yeah. But what, what days of the week?

Speaker speaker\_1: Oh, sorry. Monday through Fridays.

Speaker speaker\_2: Yeah. Okay. 'Cause she works Monday through Fridays and we're actually on, uh, Pacific Time, so it's kinda hard. Okay. Well, I'll let her know and then maybe, I guess, during her lunch she's able to call you guys. And you said if, if that form is filled out, which I'm pretty sure it is, and I just talked to Focus Management Group or whatever, they're gonna send it over to you guys. Um, it should be about no, no more than 10 minutes you'd say?

Speaker speaker\_1: Yes, ma'am. Um, so your time, we close at 5:00 PM in your time-

Speaker speaker\_2: Right.

Speaker speaker\_1: ... Pacific Time, if I'm not mistaking.

Speaker speaker\_2: Yeah. And she works from 8:00 to 5:00 Monday through Friday, so that's impossible. And I-

Speaker speaker\_1: Well-

Speaker speaker\_2: And I work too, so I'm calling-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: ... for her and she's not currently here with me, but I, I know she has prescriptions to filled, fill-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: ... which is why it's like a, a, a... We need to process it. But yeah, we're, we're Pacific Time, so yeah, you, you guys open at 5:00 and close at 5:00, right? Our time?

Speaker speaker\_1: Yes. I believe so. Yeah. 'Cause we are 8:00 to 8:00-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... our time. So it would be 5:00 to 5:00 your time. You're right. Yes. Um, what I-

Speaker speaker\_2: Yeah.

Speaker speaker\_1: ... was gonna say is if you're able to get her, um, like to send her a quick text and have her in the bathroom give verbal authorization, I'll recommend trying to do that first to see whether or not we did get that form or if our enrollment itself was processed. That way, if it does have, if it needs to be like the whole enrollment done over the phone in the event that that day she's unable to do it, you guys might be able to schedule another time to be able to do it.

Speaker speaker\_2: Okay. Um, so are you... So I can put you on a hold then like text, or text her and see if she can answer really quick? Is that what you're saying?

Speaker speaker\_1: So I will need you to actually-

Speaker speaker\_2: Like now?

Speaker speaker\_1: ... call us with her on the line, 'cause we can't be on the line while you're adding another person on the call, like a three-way.

Speaker speaker\_2: Oh, gotcha. So she would have to be-

Speaker speaker\_1: Yeah.

Speaker speaker\_2: ... in person with me.

Speaker speaker\_1: Mm-hmm. So what I would recommend doing is try to see if at some point today she's able to get on the phone with you. And then while you have her on the call, then give Ozay a call. Then she'll be already patched in there. Does that make sense?

Speaker speaker\_2: Um, okay. So I wouldn't have to be physically next to her. It's just, I would call her first and then call you guys. Is that...?

Speaker speaker\_1: You can do like a three-way that way. 'Cause I know you did tell me your-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... schedules are clashed together, so you wouldn't be able to be-

Speaker speaker\_2: Yeah.

Speaker speaker\_1: ... physically next to each other. But you can do a three-way. The only thing is I can't be on the line when you're calling her. You will have to call us-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... when you're the other line, if that makes sense.

Speaker speaker\_2: Yeah. Yeah. That makes sense. Okay. And then in that moment, uh, she would be able to give you guys, um, authorization and then we can move forward from there?

Speaker speaker\_1: Yes, ma'am. So the same way that you did today where you advised me you were calling for your mother's-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... um, benefits. You can just let the next agent, if it's not me, know that, and just be like, "I have my mom on the other line to give verbal approval. Let me know whenever you're ready." And then just patch her through and have her give it. And then we're able to-

Speaker speaker\_2: Oh, okay.

Speaker speaker\_1: ... look at her account and see if any enrollment has been processed already for her account.

Speaker speaker\_2: Okay. Okay. Sounds good. Thank you so much for your help.

Speaker speaker\_1: Of course. Thank you. I hope you have a wonderful rest of your day and fingers crossed, maybe we're able to assist you and your mom today before end of the business day.

Speaker speaker\_2: Yes, thank you. Thank you so much.

Speaker speaker\_1: Thank you.

Speaker speaker\_2: Bye.

Speaker speaker\_1: Have a good one.