

Transcript: Francesca

Baez-5814839783669760-5124324771708928

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling . My name is Francesca. How can I assist you today? Yeah, sorry, I just got a text from you guys. Um, my name is Christopher Woods. I was at Miller's Paint, so I don't know what this is regarding. Could you let me know? Okay. What does the text message say? "Welcome to Terra Staffing. You have 30 days from your first paycheck to enroll in benefits." Do you work with a staffing company, sir? Yes, Terra Staffing. Okay, I apologize. Um, the line was a little bit muffled when you started reading the message. So if you just recently started an assignment with Terra Staffing, more than likely that text message is giving you the welcome to their company and advising you in regards to your personal enrollment period, um, which will be 30 days after your first paycheck. You have that time to enroll into the benefits that they offer their employees if you wish to for insurance. Oh, okay. Yes, sir. If you're not interested, they don't do any auto enrollment, so you can simply ignore the messages if you're not interested in it. Okay, thank you. No problem. Was there anything else that we can assist you with today? No, that's it. I hope you have a wonderful rest of your day. Thank you for your time today. You too. Bye-bye.

Conversation Format

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

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

Speaker speaker_2: Yeah, sorry, I just got a text from you guys. Um, my name is Christopher Woods. I was at Miller's Paint, so I don't know what this is regarding. Could you let me know?

Speaker speaker_1: Okay. What does the text message say?

Speaker speaker_2: "Welcome to Terra Staffing. You have 30 days from your first paycheck to enroll in benefits."

Speaker speaker_1: Do you work with a staffing company, sir?

Speaker speaker_2: Yes, Terra Staffing.

Speaker speaker_1: Okay, I apologize. Um, the line was a little bit muffled when you started reading the message. So if you just recently started an assignment with Terra Staffing, more than likely that text message is giving you the welcome to their company and advising you in

regards to your personal enrollment period, um, which will be 30 days after your first paycheck. You have that time to enroll into the benefits that they offer their employees if you wish to for insurance.

Speaker speaker_2: Oh, okay.

Speaker speaker_1: Yes, sir. If you're not interested, they don't do any auto enrollment, so you can simply ignore the messages if you're not interested in it.

Speaker speaker_2: Okay, thank you.

Speaker speaker_1: No problem. Was there anything else that we can assist you with today?

Speaker speaker_2: No, that's it.

Speaker speaker_1: I hope you have a wonderful rest of your day. Thank you for your time today.

Speaker speaker_2: You too.

Speaker speaker_1: Bye-bye.