

Transcript: Francesca

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Full Transcript

Your call may be monitored- Hello. ... or recorded for quality assurance purposes. Good afternoon, my name is Francesca at Benefits 10-0 Car. I'm looking to speak to Mr. Cox on behalf of Morales Staffing. Oh, hello. How are you today, sir? Good. How are you? Good. Thank you for asking. We're the company that administers the health insurance Morales offers their employees. Okay. I was calling in regards to the text message you received, um, to which you replied a question mark to. Yeah. Yeah. So I just wanted to clarify what the message was for. Yeah, uh... Okay, sorry. Oh, no, you're okay. I'm sorry. Um, they were just letting you know that your company has their open enrollment period where you can enroll into the insurance if you would like to, but it's completely optional. Do I have to go in or can I do it on my phone? No, sir. You can do it either with us over the phone or at the website. On the phone or on the web... Oh, okay. Yeah, I get you. Mm-hmm. And what do I do, just, um, fill out the inf- uh, application or something? So online you go in and make a profile to submit their enrollment. Um, with us over the phone it would just be going over which benefits are offered and you would advise us which one you would like to be enrolled into. Oh, uh, so get on there and there's an application, I fill it out? Yes, sir, so- Or... It's gonna be kind of like you're opening an account. Gonna ask some of your information for you to make a profile on that online website and then- Yeah. ... from there you'll be, submit the enrollment. Okay, so I just need to get on... get on the website- Yes, sir. ... and fill it, fill it out? Yes, sir. You're gonna click enroll or the client coverage when, once you're on the website. Okay, uh, I appreciate it. Thank you. Of course. Is there anything else I can assist you with today? Uh, I think that's it. I, uh, I have to do this on the website, you said? Yes, sir. All right. Thank you. No problem. Have a wonderful rest of your day. Have a wonderful day. Thank you.

Conversation Format

Speaker speaker_0: Your call may be monitored-

Speaker speaker_1: Hello.

Speaker speaker_0: ... or recorded for quality assurance purposes.

Speaker speaker_2: Good afternoon, my name is Francesca at Benefits 10-0 Car. I'm looking to speak to Mr. Cox on behalf of Morales Staffing.

Speaker speaker_1: Oh, hello.

Speaker speaker_2: How are you today, sir?

Speaker speaker_1: Good. How are you?

Speaker speaker_2: Good. Thank you for asking. We're the company that administers the health insurance Morales offers their employees.

Speaker speaker_1: Okay.

Speaker speaker_2: I was calling in regards to the text message you received, um, to which you replied a question mark to.

Speaker speaker_1: Yeah. Yeah.

Speaker speaker_2: So I just wanted to clarify what the message was for.

Speaker speaker_1: Yeah, uh... Okay, sorry.

Speaker speaker_2: Oh, no, you're okay. I'm sorry. Um, they were just letting you know that your company has their open enrollment period where you can enroll into the insurance if you would like to, but it's completely optional.

Speaker speaker_1: Do I have to go in or can I do it on my phone?

Speaker speaker_2: No, sir. You can do it either with us over the phone or at the website.

Speaker speaker_1: On the phone or on the web... Oh, okay. Yeah, I get you.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: And what do I do, just, um, fill out the inf- uh, application or something?

Speaker speaker_2: So online you go in and make a profile to submit their enrollment. Um, with us over the phone it would just be going over which benefits are offered and you would advise us which one you would like to be enrolled into.

Speaker speaker_1: Oh, uh, so get on there and there's an application, I fill it out?

Speaker speaker_2: Yes, sir, so-

Speaker speaker_1: Or...

Speaker speaker_2: It's gonna be kind of like you're opening an account. Gonna ask some of your information for you to make a profile on that online website and then-

Speaker speaker_1: Yeah.

Speaker speaker_2: ... from there you'll be, submit the enrollment.

Speaker speaker_1: Okay, so I just need to get on... get on the website-

Speaker speaker_2: Yes, sir.

Speaker speaker_1: ... and fill it, fill it out?

Speaker speaker_2: Yes, sir. You're gonna click enroll or the client coverage when, once you're on the website.

Speaker speaker_1: Okay, uh, I appreciate it. Thank you.

Speaker speaker_2: Of course. Is there anything else I can assist you with today?

Speaker speaker_1: Uh, I think that's it. I, uh, I have to do this on the website, you said?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: All right. Thank you.

Speaker speaker_2: No problem. Have a wonderful rest of your day.

Speaker speaker_1: Have a wonderful day. Thank you.