

## **Transcript: Franchesca**

**Baez-6241476589699072-5235574613000192**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. ... Benefits dot com. My name is . May I assist you today? Hi. My name is and I called earlier in the month to, um... for the open enrollment, and I was called on that because I need to drop some things and keep some things with my benefits package. All right. What are the last four of the social and the staffing company you work with? 11- 1382, and I work at, uh, Michelin Mall. What is this? No, sir. I'm asking for your staffing company's name. Hello? Hello, sir. Can you hear me? I can't hear nothing. Uh-huh. See- Hello? Hello? Hello? Yes, hello, sir. Can you hear me? I can't understand a word they're saying.

### **Conversation Format**

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

Speaker speaker\_1: ... Benefits dot com. My name is . May I assist you today?

Speaker speaker\_2: Hi. My name is and I called earlier in the month to, um... for the open enrollment, and I was called on that because I need to drop some things and keep some things with my benefits package.

Speaker speaker\_1: All right. What are the last four of the social and the staffing company you work with?

Speaker speaker\_2: 11- 1382, and I work at, uh, Michelin Mall.

Speaker speaker\_3: What is this?

Speaker speaker\_1: No, sir. I'm asking for your staffing company's name.

Speaker speaker\_2: Hello?

Speaker speaker\_1: Hello, sir. Can you hear me?

Speaker speaker\_2: I can't hear nothing.

Speaker speaker\_4: Uh-huh. See-

Speaker speaker\_1: Hello?

Speaker speaker\_2: Hello? Hello?

Speaker speaker\_1: Yes, hello, sir. Can you hear me?

Speaker speaker\_4: I can't understand a word they're saying.