

## **Transcript: Francesca**

**Baez-6676135933165568-6432456517664768**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Good afternoon, my name is Francesca with Benefits in a Card. Would you like to speak with Mr. Saldana on behalf of Dorothy Staffing Solutions? Yes, yeah. Okay, sir, I'm calling you-- Is that you? Yes, it's me. Okay. I'm calling you about the text message that you responded to today, asking them to translate it into Spanish instead of English. Oh, that's okay. Yes, sir. The message is notifying you that this week no payment was received for the medical insurance of the vision plan that you have with your temporary agency. That's all the system was letting you know about. Oh, okay, thank you. Of course. Have a good day. You too. Thank you.

### **Conversation Format**

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

Speaker speaker\_1: Good afternoon, my name is Francesca with Benefits in a Card. Would you like to speak with Mr. Saldana on behalf of Dorothy Staffing Solutions?

Speaker speaker\_2: Yes, yeah.

Speaker speaker\_1: Okay, sir, I'm calling you--

Speaker speaker\_3: Is that you?

Speaker speaker\_2: Yes, it's me.

Speaker speaker\_1: Okay. I'm calling you about the text message that you responded to today, asking them to translate it into Spanish instead of English.

Speaker speaker\_2: Oh, that's okay.

Speaker speaker\_1: Yes, sir. The message is notifying you that this week no payment was received for the medical insurance of the vision plan that you have with your temporary agency. That's all the system was letting you know about.

Speaker speaker\_2: Oh, okay, thank you.

Speaker speaker\_1: Of course. Have a good day.

Speaker speaker\_2: You too. Thank you.