

Transcript: Justin

Mills-4897887152553984-6141801989718016

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Yes, I'm trying to get into my account because it keeps saying, "Account disabled." Uh, the, to the online portal? Yes. Okay, let's see here. Here, what's the staffing agency you work for? Um, MAU Workforce Solutions. And the last four of your Social? Uh, 7253. And what was your first and last name? Shania Kirkland. And for security purposes, can you verify your home address, including city, state and zip code? Uh, 1025 Hermit Lodge Boulevard, Waynesboro, Georgia 30830. And your date of birth? 11/07/2003. And a good telephone number, have a 706-871-3488? Yes. An email, have a shania.kirkland12@gmail? Yes. Is that, um, G and C capitalized? Uh, what, what was that again? I'm sorry. Was the, um, G in Gmail and the C in com, um, capitalized? Uh, correct. So the G in Gmail is capitalized, as well as, uh, C-O-M, as well. It's supposed to be lowercase. Lowercase? Okay. Okay, so I went ahead and updated that. Okay. Um, so whenever you logged in, it's saying that the account was disabled, did it give you the option to reset your password by any chance, or no? Yes, I reset it, like, two times, but even if I still try to log in, it will still say, "Account disabled." Okay, so let's see here. So I may have to reach out to my IT department and let them know that the account was disabled, and they can, uh, reset it for you. And then once I do receive word back from my IT department, I can give you a call back. Okay, that's fine. Okay. But is that 706-871-3488 a good call-back number for you? Yes. Okay, so like I said, I'll reach out to my IT department, so you have them look and see what's going on. And then once I do receive word back, I'll give you a call back. Okay, Shania? Okay, thank you. You're welcome. You have a great day, okay? You too. All right, 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 Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker_2: Yes, I'm trying to get into my account because it keeps saying, "Account disabled."

Speaker speaker_1: Uh, the, to the online portal?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay, let's see here. Here, what's the staffing agency you work for?

Speaker speaker_2: Um, MAU Workforce Solutions.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: Uh, 7253.

Speaker speaker_1: And what was your first and last name?

Speaker speaker_2: Shania Kirkland.

Speaker speaker_1: And for security purposes, can you verify your home address, including city, state and zip code?

Speaker speaker_2: Uh, 1025 Hermit Lodge Boulevard, Waynesboro, Georgia 30830.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: 11/07/2003.

Speaker speaker_1: And a good telephone number, have a 706-871-3488?

Speaker speaker_2: Yes.

Speaker speaker_1: An email, have a shania.kirkland12@gmail?

Speaker speaker_2: Yes. Is that, um, G and C capitalized?

Speaker speaker_1: Uh, what, what was that again? I'm sorry.

Speaker speaker_2: Was the, um, G in Gmail and the C in com, um, capitalized?

Speaker speaker_1: Uh, correct. So the G in Gmail is capitalized, as well as, uh, C-O-M, as well.

Speaker speaker_2: It's supposed to be lowercase.

Speaker speaker_1: Lowercase? Okay. Okay, so I went ahead and updated that.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, so whenever you logged in, it's saying that the account was disabled, did it give you the option to reset your password by any chance, or no?

Speaker speaker_2: Yes, I reset it, like, two times, but even if I still try to log in, it will still say, "Account disabled."

Speaker speaker_1: Okay, so let's see here. So I may have to reach out to my IT department and let them know that the account was disabled, and they can, uh, reset it for you. And then once I do receive word back from my IT department, I can give you a call back.

Speaker speaker_2: Okay, that's fine.

Speaker speaker_1: Okay. But is that 706-871-3488 a good call-back number for you?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay, so like I said, I'll reach out to my IT department, so you have them look and see what's going on. And then once I do receive word back, I'll give you a call back. Okay, Shania?

Speaker speaker_2: Okay, thank you.

Speaker speaker_1: You're welcome. You have a great day, okay?

Speaker speaker_2: You too.

Speaker speaker_1: All right, bye-bye.