

Transcript: Justin

Mills-5168458943348736-4798522941161472

Full Transcript

Thank you for calling 0000. This is 0000, how can I help you today? Good morning. I just, I was calling to find out if my insurance is activated yet. Yeah. What's the staffing age- staffing agency you work for? Um, it's Noor, N-O-O-R. And the last four of your social? 8288. And what was your first and last name? Esther Samatai. And for security purposes, could you verify your home address, including city, state and zip code? Um, 10 Capital Drive, North Hamptick, New Jersey 08048. Um, these are my birth place. Second of all, my phone number? Uh, your date of birth? Oh, June 13th, 1991. I think the telephone number I have is 609-372-0818. All right. And the email I have is yes013845@gmail.com. All right. Okay, so let's see here. So looking at the file, looks like you are currently enrolled into benefits offered through Noor Staffing. However, checking the calendar, we still haven't received that first payroll deduction from Noor Staffing just yet. However, have you received paychecks through them? Yes, I have. Okay, let's see here. My number five, my, uh, the accessible thing and how my last check and I was due to call on Monday to find out. Okay, so if it was taken out your check, um, they may haven't, haven't sent it over to us. So, let me reach out to my back office, specifically my account manager who handles for Noor Staffing, um, and see why that information hasn't been sent over. And then once I receive word back from my back office, I can give you a call back. Great. Okay. Um, but is that 372-0818 a good callback number for you? Yes, it is. Okay, so like I said, let me reach out to my back office, and then once I do receive word back from my back office, I will give you a call back. Okay, Esther? All right. Appreciate it. You're welcome. Is there anything else I can assist you with today? No, that was all. Awesome. Well, you have a wonderful day, okay? You as well. Thank you. All right, bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling 0000. This is 0000, how can I help you today?

Speaker speaker_1: Good morning. I just, I was calling to find out if my insurance is activated yet.

Speaker speaker_0: Yeah. What's the staffing age- staffing agency you work for?

Speaker speaker_1: Um, it's Noor, N-O-O-R.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: 8288.

Speaker speaker_0: And what was your first and last name?

Speaker speaker_1: Esther Samatai.

Speaker speaker_0: And for security purposes, could you verify your home address, including city, state and zip code?

Speaker speaker_1: Um, 10 Capital Drive, North Hamptick, New Jersey 08048. Um, these are my birth place. Second of all, my phone number?

Speaker speaker_0: Uh, your date of birth?

Speaker speaker_1: Oh, June 13th, 1991.

Speaker speaker_0: I think the telephone number I have is 609-372-0818.

Speaker speaker_1: All right.

Speaker speaker_0: And the email I have is yes013845@gmail.com.

Speaker speaker_1: All right.

Speaker speaker_0: Okay, so let's see here. So looking at the file, looks like you are currently enrolled into benefits offered through Noor Staffing. However, checking the calendar, we still haven't received that first payroll deduction from Noor Staffing just yet. However, have you received paychecks through them?

Speaker speaker_1: Yes, I have.

Speaker speaker_0: Okay, let's see here.

Speaker speaker_1: My number five, my, uh, the accessible thing and how my last check and I was due to call on Monday to find out.

Speaker speaker_0: Okay, so if it was taken out your check, um, they may haven't, haven't sent it over to us. So, let me reach out to my back office, specifically my account manager who handles for Noor Staffing, um, and see why that information hasn't been sent over. And then once I receive word back from my back office, I can give you a call back.

Speaker speaker_1: Great.

Speaker speaker_0: Okay. Um, but is that 372-0818 a good callback number for you?

Speaker speaker_1: Yes, it is.

Speaker speaker_0: Okay, so like I said, let me reach out to my back office, and then once I do receive word back from my back office, I will give you a call back. Okay, Esther?

Speaker speaker_1: All right. Appreciate it.

Speaker speaker_0: You're welcome. Is there anything else I can assist you with today?

Speaker speaker_1: No, that was all.

Speaker speaker_0: Awesome. Well, you have a wonderful day, okay?

Speaker speaker_1: You as well. Thank you.

Speaker speaker_0: All right, bye-bye.