

Transcript: Justin

Mills-5567328336658432-5118971231256576

Full Transcript

Thank you for calling Benefits and Accords. This is Justin. How can I help you today? How you doing, Justin? My name is Terry Haslam. Someone had called, called my phone. That's why I'm returning the call. Was there a voicemail left by any chance? Huh? No, no. No, sir. Okay. So it was probably an outbound call to you regarding, um, open enrollment for Superior, for Superior Skilled Trades, um, letting you know that they're in their open enrollment until the end of May. So you have the option to enroll, make changes or cancel benefits offered through that one. Well, I had called earlier to talk with someone, but I just saw someone there called back. That's all I'm asking. Okay. Um, so like I said, I don't know why outbound calls were happen- were happening. Um, I do know that- Okay. ... mass text messages or mass phone calls went out to all of the employees letting them know about open enrollment. Okay. Okay..... Okay. Well, you have a wonderful day, all right? All right. Thank you. All right. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and Accords. This is Justin. How can I help you today?

Speaker speaker_1: How you doing, Justin? My name is Terry Haslam. Someone had called, called my phone. That's why I'm returning the call.

Speaker speaker_0: Was there a voicemail left by any chance?

Speaker speaker_1: Huh? No, no. No, sir.

Speaker speaker_0: Okay. So it was probably an outbound call to you regarding, um, open enrollment for Superior, for Superior Skilled Trades, um, letting you know that they're in their open enrollment until the end of May. So you have the option to enroll, make changes or cancel benefits offered through that one.

Speaker speaker_1: Well, I had called earlier to talk with someone, but I just saw someone there called back. That's all I'm asking.

Speaker speaker_0: Okay. Um, so like I said, I don't know why outbound calls were happen- were happening. Um, I do know that-

Speaker speaker_1: Okay.

Speaker speaker_0: ... mass text messages or mass phone calls went out to all of the employees letting them know about open enrollment.

Speaker speaker_1: Okay. Okay.....

Speaker speaker_0: Okay. Well, you have a wonderful day, all right?

Speaker speaker_1: All right. Thank you.

Speaker speaker_0: All right. Bye-bye.