

Transcript: Justin

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Full Transcript

Thank you for calling Benefits for the Card. This is Justin. How can I help you today? Yes, sir. I just missed a call from this number. Was there a voicemail left by any chance? I didn't even check. I just... I seen it right when it ended there. And, uh, my name is Josh Lee. Yeah. What's that staffing agency you work for? SST. It's, uh, Superior Skilled Trades. And the last four of your social? 0836. And for security purposes, can you verify your home address, including city, state and zip code? Yes, sir. Well, I just changed it, so I don't know if you're gonna need a 1600 or 1610 Osborne Road, Pekin, Mississippi 39466. All right, 1610. And confirm your date of birth? 09/01/'93. And a good telephone number have a 601-337-4006. That's it. And the email have a leejosh145 at gmail? Yes, sir. Okay, so let me check note history and see what's going on. Let's see. "Want to add a spouse to the coverage?" I don't know. Was it a text message or a phone call? Nah, it was a phone call. Okay. 'Cause the only thing I'm seeing on note history is where you called at 2:49 to get enrolled. Uh, you would call back to add the social for the dependent, and then you called back at 2:54 to change the uh, change the address, to add the dependent. So probably the outbound was, uh, was sent to all of the Superior Skilled Trades services, letting them know that they're... are in their open enrollment period. So they have, they have the option to enroll, make changes or cancel benefits offered through them. It's like a- Okay. ... company open enrollment. All right. Well, I appreciate it. You're welcome. Is there anything else I can assist you with today? That'll be it, bud. Awesome. You have a wonderful day, okay? You too. Bye-bye. All right. Bye-bye.

Conversation Format

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

Speaker speaker_1: Yes, sir. I just missed a call from this number.

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

Speaker speaker_1: I didn't even check. I just... I seen it right when it ended there. And, uh, my name is Josh Lee.

Speaker speaker_0: Yeah. What's that staffing agency you work for?

Speaker speaker_1: SST. It's, uh, Superior Skilled Trades.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: 0836.

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

Speaker speaker_1: Yes, sir. Well, I just changed it, so I don't know if you're gonna need a 1600 or 1610 Osborne Road, Pekin, Mississippi 39466.

Speaker speaker_0: All right, 1610. And confirm your date of birth?

Speaker speaker_1: 09/01/'93.

Speaker speaker_0: And a good telephone number have a 601-337-4006.

Speaker speaker_1: That's it.

Speaker speaker_0: And the email have a leejosh145 at gmail?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Okay, so let me check note history and see what's going on. Let's see. "Want to add a spouse to the coverage?" I don't know. Was it a text message or a phone call?

Speaker speaker_1: Nah, it was a phone call.

Speaker speaker_0: Okay. 'Cause the only thing I'm seeing on note history is where you called at 2:49 to get enrolled. Uh, you would call back to add the social for the dependent, and then you called back at 2:54 to change the uh, ch- change the address, to add the dependent. So probably the outbound was, uh, was sent to all of the Superior Skilled Trades services, letting them know that they're... are in their open enrollment period. So they have, they have the option to enroll, make changes or cancel benefits offered through them. It's like a-

Speaker speaker_1: Okay.

Speaker speaker_0: ... company open enrollment.

Speaker speaker_1: All right. Well, I appreciate it.

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

Speaker speaker_1: That'll be it, bud.

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

Speaker speaker_1: You too. Bye-bye.

Speaker speaker_0: All right. Bye-bye.