

## **Transcript: Justin**

**Mills-6005963524063232-4629577634856960**

### **Full Transcript**

Thank you for calling Benefits and Occurred. This is Justin. How can I help you today? Uh, yes. I, uh, was trying to, uh, register for new benefits online, but it's asking me... I have my employee ID, but it's also asking me for a group number, so what would that group number be? Um, here, let me try pulling your file to see if you are currently enrolled. What's the staffing agency you work for? At Robert Half. You said Robert Half? Correct. Okay. Bear with me one second. Let's see here. Hello, are you still there? Yes. Awesome, thank you so much for holding. Um, so we're actually not, uh, clients with Robert Half anymore. Okay, this is the number that was shown on that email. Okay, maybe it's a different number. Okay, I'll, I'll just reach out to, uh, their company and get the correct information. Thank you. Nope, you're welcome. You have a great day, okay? You, too. Bye-bye. All right.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits and Occurred. This is Justin. How can I help you today?

Speaker speaker\_1: Uh, yes. I, uh, was trying to, uh, register for new benefits online, but it's asking me... I have my employee ID, but it's also asking me for a group number, so what would that group number be?

Speaker speaker\_0: Um, here, let me try pulling your file to see if you are currently enrolled. What's the staffing agency you work for?

Speaker speaker\_1: At Robert Half.

Speaker speaker\_0: You said Robert Half?

Speaker speaker\_1: Correct.

Speaker speaker\_0: Okay. Bear with me one second. Let's see here. Hello, are you still there?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Awesome, thank you so much for holding. Um, so we're actually not, uh, clients with Robert Half anymore.

Speaker speaker\_1: Okay, this is the number that was shown on that email. Okay, maybe it's a different number. Okay, I'll, I'll just reach out to, uh, their company and get the correct

information. Thank you.

Speaker speaker\_0: Nope, you're welcome. You have a great day, okay?

Speaker speaker\_1: You, too. Bye-bye.

Speaker speaker\_0: All right.