

Transcript: Justin

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Full Transcript

Thank you for calling Benefits on a Card. This is Justin. How can I help you today? Uh, yeah. Uh, y'all called me at 9:22, a couple minutes ago. Um, I was just, uh, calling back 'cause I saw that I, uh, I missed a call from y'all. Yeah, was there a voicemail left by any chance or no? Yeah, but it was, it... I can't really hear what the lady was saying. She said something about, like, having three accounts and that they couldn't come... they couldn't be together or something like that. I, I, I don't really know what that was about. Okay. But I, I mean, I know it was- What's the staffing agency you work for? What's that? What's the staffing agency you work for? Uh, like in Focus? Yeah, something similar. So Focus Workforce is what you work for? No, I don't work for Focus. Okay, so you don't work for Focus anymore? No, I've never worked for Focus. I mean, I, I applied for a job at Focus, but they never got back to me. Okay, so the outbound call to you was regarding health insurance offered through Focus. We just wanted to confirm if, what medical plan you wanted. Uh, but since you stated you don't work for Focus, you can go ahead and disregard that phone call you received, okay? Okay. Okay. Um- Well, was there anything else I can help you with today? Wait, so what... So this, you, you guys are calling me about insurance? Through Focus Workforce, which is a staffing agency. Oh, okay. All right. All right. Then, yeah, I'll... Okay. Okay, makes sense. All right. Yeah, I just have to disregard 'cause I, I applied there and I called back one time and then they were, they never got back to me again, so, yeah. Totally understand. So- Was there anything else I could help you out with today? Uh, no, sir. Awesome. Well, you have a wonderful day, okay? Bye. All right. Bye-bye.

Conversation Format

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

Speaker speaker_1: Uh, yeah. Uh, y'all called me at 9:22, a couple minutes ago. Um, I was just, uh, calling back 'cause I saw that I, uh, I missed a call from y'all.

Speaker speaker_0: Yeah, was there a voicemail left by any chance or no?

Speaker speaker_1: Yeah, but it was, it... I can't really hear what the lady was saying. She said something about, like, having three accounts and that they couldn't come... they couldn't be together or something like that. I, I, I don't really know what that was about.

Speaker speaker_0: Okay.

Speaker speaker_1: But I, I mean, I know it was-

Speaker speaker_0: What's the staffing agency you work for?

Speaker speaker_1: What's that?

Speaker speaker_0: What's the staffing agency you work for?

Speaker speaker_1: Uh, like in Focus?

Speaker speaker_2: Yeah, something similar.

Speaker speaker_0: So Focus Workforce is what you work for?

Speaker speaker_1: No, I don't work for Focus.

Speaker speaker_0: Okay, so you don't work for Focus anymore?

Speaker speaker_1: No, I've never worked for Focus. I mean, I, I applied for a job at Focus, but they never got back to me.

Speaker speaker_0: Okay, so the outbound call to you was regarding health insurance offered through Focus. We just wanted to confirm if, what medical plan you wanted. Uh, but since you stated you don't work for Focus, you can go ahead and disregard that phone call you received, okay?

Speaker speaker_1: Okay.

Speaker speaker_0: Okay.

Speaker speaker_1: Um-

Speaker speaker_0: Well, was there anything else I can help you with today?

Speaker speaker_1: Wait, so what... So this, you, you guys are calling me about insurance?

Speaker speaker_0: Through Focus Workforce, which is a staffing agency.

Speaker speaker_1: Oh, okay. All right. All right. Then, yeah, I'll... Okay. Okay, makes sense. All right. Yeah, I just have to disregard 'cause I, I applied there and I called back one time and then they were, they never got back to me again, so, yeah.

Speaker speaker_0: Totally understand.

Speaker speaker_1: So-

Speaker speaker_0: Was there anything else I could help you out with today?

Speaker speaker_1: Uh, no, sir.

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

Speaker speaker_1: Bye.

Speaker speaker_0: All right. Bye-bye.