

Transcript: Pamela

Blanc-4970265635667968-5818698877583360

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Car. This is Pamela speaking. How may I help you? Thank you for calling Benefits and a Car. Hello? Thank you for calling Benefits and a Car. This is Pamela speaking. Um, hello? I could barely hear you. Hello? Yes, can you hear me? Yes, I hear you. Okay. How may I help you? Um, so I s- I see this number calling me. Okay. So we are the administrator for health insurance for a staffing agency. Staffing agency? Yes. Do you work for- Which- ... a staffing agency? Which, which one? Well, we do represent, like, 25 of them, so I won't be able to tell you which one. Are you currently working? Yeah, I work for, for, for an agency, but... Do you know the name? Yeah. So, um, if you're currently working for a staffing agency, most likely is that they letting you know that you got enrolled in the health benefits. Health benefit? Health benefits. Yeah, um, okay. So what is, uh, what is, um, what kind of benefit? Can you repeat that for me, please? Uh, I said, what kind of benefit? Health benefits, like health insurance. Health... Go to the doctor, health insurance. Okay, now can you, can you tell me- So what's the name of the staffing agency that you work for? So that way I could tell you exactly what they offer. Sorry, say again. Huh? Say again. The name of the staffing agency that you working for, so that way I could provide you with the correct information. S- um, sorry. So I need to ask before and I call you back. No problem. Thank you. Okay.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits and a Car. This is Pamela speaking. How may I help you? Thank you for calling Benefits and a Car.

Speaker speaker_2: Hello?

Speaker speaker_1: Thank you for calling Benefits and a Car. This is Pamela speaking.

Speaker speaker_2: Um, hello?

Speaker speaker_1: I could barely hear you.

Speaker speaker_2: Hello?

Speaker speaker_1: Yes, can you hear me?

Speaker speaker_2: Yes, I hear you.

Speaker speaker_1: Okay. How may I help you?

Speaker speaker_2: Um, so I s- I see this number calling me.

Speaker speaker_1: Okay. So we are the administrator for health insurance for a staffing agency.

Speaker speaker_2: Staffing agency?

Speaker speaker_1: Yes. Do you work for-

Speaker speaker_2: Which-

Speaker speaker_1: ... a staffing agency?

Speaker speaker_2: Which, which one?

Speaker speaker_1: Well, we do represent, like, 25 of them, so I won't be able to tell you which one. Are you currently working?

Speaker speaker_2: Yeah, I work for, for, for an agency, but...

Speaker speaker_1: Do you know the name?

Speaker speaker_2: Yeah.

Speaker speaker_1: So, um, if you're currently working for a staffing agency, most likely is that they letting you know that you got enrolled in the health benefits.

Speaker speaker_2: Health benefit?

Speaker speaker_1: Health benefits.

Speaker speaker_2: Yeah, um, okay. So what is, uh, what is, um, what kind of benefit?

Speaker speaker_1: Can you repeat that for me, please?

Speaker speaker_2: Uh, I said, what kind of benefit?

Speaker speaker_1: Health benefits, like health insurance.

Speaker speaker_2: Health...

Speaker speaker_1: Go to the doctor, health insurance.

Speaker speaker_2: Okay, now can you, can you tell me-

Speaker speaker_1: So what's the name of the staffing agency that you work for? So that way I could tell you exactly what they offer.

Speaker speaker_2: Sorry, say again.

Speaker speaker_1: Huh?

Speaker speaker_2: Say again.

Speaker speaker_1: The name of the staffing agency that you working for, so that way I could provide you with the correct information.

Speaker speaker_2: S- um, sorry. So I need to ask before and I call you back.

Speaker speaker_1: No problem. Thank you.

Speaker speaker_2: Okay.