

Transcript: Pamela

Blanc-5401016766251008-5094681059213312

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Enrolling benefits in a car, this is Pamela speaking, how may I help you? Hi. I got a text message for enrolling in benefits. So- Do you understand- What's the process for that? And what's the staffing agency you work for? Uh, I got a job through an agency. It's Pa- Partners Personal. Okay. Partners Personal offer dif- um, about six different medical plans, plus the option, um, you're gonna pay according of what you choose and the payment will come out of your paycheck every week. Have you seen the benefit guide? Uh, is it necessary to do it or it's... I have a option? Can you repeat that, please? Uh, I have a option or is it, like, mandatory to do it? Oh, no, you don't have to. It's not mandatory. No. Okay, that's fine then. Thank you. No problem.

Conversation Format

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

Speaker speaker_1: Enrolling benefits in a car, this is Pamela speaking, how may I help you?

Speaker speaker_2: Hi. I got a text message for enrolling in benefits. So-

Speaker speaker_1: Do you understand-

Speaker speaker_2: What's the process for that?

Speaker speaker_1: And what's the staffing agency you work for?

Speaker speaker_2: Uh, I got a job through an agency. It's Pa- Partners Personal.

Speaker speaker_1: Okay. Partners Personal offer dif- um, about six different medical plans, plus the option, um, you're gonna pay according of what you choose and the payment will come out of your paycheck every week. Have you seen the benefit guide?

Speaker speaker_2: Uh, is it necessary to do it or it's... I have a option?

Speaker speaker_1: Can you repeat that, please?

Speaker speaker_2: Uh, I have a option or is it, like, mandatory to do it?

Speaker speaker_1: Oh, no, you don't have to. It's not mandatory. No.

Speaker speaker_2: Okay, that's fine then. Thank you.

Speaker speaker_1: No problem.