

Transcript: Pamela

Blanc-6269228518785024-5212001750007808

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits Center Project. This is Pamela speaking. How may I help you? Uh, yes, Pamela. I was wondering if you could give me the number to my membership card? All right. And who works, the staffing agency you work for? Uh, NISCO. NESCO? Yes. N-I-S-C-O. Wait one second, 'cause this doesn't sound familiar. Or it may be under Focus. Okay. Let me get the last three digits of your Social Security so I can pull up your file. 2191. 2191. Uh. Wait one second, I don't know what's wrong here. And let me see your first and last name, ma'am. Danielle Cowan. C-O-W-A-N. And you said the last was 2191? Yes. All right. All right. Let's go over for security reasons, and just to make sure we are in the correct file, can you please verify your complete address and date of birth? Uh, 565 Shingle Lane, Apartment 501, Frankfurt, Kentucky 40601. Birthday, 09/07/1998. Thank you for the information. We have a telephone number on file, which is 86, I mean, I'm sorry, 802-385-8369. It should be 502-385-8369, not 802. Oh. Okay. And your email's your first name, last name, 633 at gmail.com? Yes. Okay. Do you need your medical card? Yes, my medical card number. All right. Bear with me while I pull up the information. If you would like us to send you a copy of your ID cards to your email right now. Oh, please. Can you do that? Yes. Just bear with me online. Thanks. No problem. Miss Coleman, Cowan? Yes, ma'am. All right, thank you for holding. So I want, I want to go ahead and email you the ID card. It's coming in from info... Get yours from your junk mail, it might go there. I gotcha, ma'am. Thank you so much. Thank you for giving us a positive take. Have a great rest of the day. You too. Thank you.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits Center Project. This is Pamela speaking. How may I help you?

Speaker speaker_2: Uh, yes, Pamela. I was wondering if you could give me the number to my membership card?

Speaker speaker_1: All right. And who works, the staffing agency you work for?

Speaker speaker_2: Uh, NISCO.

Speaker speaker_1: NESCO?

Speaker speaker_2: Yes. N-I-S-C-O.

Speaker speaker_1: Wait one second, 'cause this doesn't sound familiar.

Speaker speaker_2: Or it may be under Focus.

Speaker speaker_1: Okay. Let me get the last three digits of your Social Security so I can pull up your file.

Speaker speaker_2: 2191.

Speaker speaker_1: 2191. Uh. Wait one second, I don't know what's wrong here. And let me see your first and last name, ma'am.

Speaker speaker_0: Danielle Cowan. C-O-W-A-N.

Speaker speaker_1: And you said the last was 2191?

Speaker speaker_2: Yes.

Speaker speaker_1: All right. All right. Let's go over for security reasons, and just to make sure we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker_2: Uh, 565 Shingle Lane, Apartment 501, Frankfurt, Kentucky 40601. Birthday, 09/07/1998.

Speaker speaker_1: Thank you for the information. We have a telephone number on file, which is 86, I mean, I'm sorry, 802-385-8369.

Speaker speaker_2: It should be 502-385-8369, not 802.

Speaker speaker_1: Oh. Okay. And your email's your first name, last name, 633 at gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Do you need your medical card?

Speaker speaker_2: Yes, my medical card number.

Speaker speaker_1: All right. Bear with me while I pull up the information. If you would like us to send you a copy of your ID cards to your email right now.

Speaker speaker_2: Oh, please. Can you do that?

Speaker speaker_1: Yes. Just bear with me online.

Speaker speaker_2: Thanks. No problem.

Speaker speaker_1: Miss Coleman, Cowan?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: All right, thank you for holding. So I want, I want to go ahead and email you the ID card. It's coming in from info... Get yours from your junk mail, it might go there.

Speaker speaker_2: I gotcha, ma'am. Thank you so much.

Speaker speaker_1: Thank you for giving us a positive take. Have a great rest of the day.

Speaker speaker_2: You too. Thank you.