

Transcript: Pearl

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Where do you... who am I speaking with? Hello, my name is Elvin. And how can I assist you, Mr. Elvin? Hello. It's cutting off a bit but I was wondering if I'm still able to enroll for benefits. Okay. What's the name of the staff agency you work for? Partners Personnel. And the last four digits of your Social? Seven, three, four, five. And you said your first name is Elvin? Yes. Last name's Resendez. For Partners Personnel. I'm not showing an account with your name. You said the last are seven, three, four, five on your Social, correct? Yes. I'm not showing an account. How long have you been working with, with Partners? So I applied for a job and we waited for my background check about like a month and two weeks ago it felt like. Definitely over a month. f Yeah, but you haven't actually started the job? I did start today. Well, today I had orientation. Okay. So your c- your information isn't in the system yet. Um, let me... I can get my- I need to give my, um, agency, uh... Um, I could just give my agency a call and see if I'm in their system. So their system is different from ours. If you wanna give them a call and just ask, see if they sent over your information yet, 'cause I'm not finding an account with your information. Okay, thank you. I'll go ahead and give them a call and ask them if they- All right. ... uh, if I'm still available. All right. Thanks guys. No problem. You have a great day. All right. You too. Goodbye.

Conversation Format

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

Speaker speaker_1: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Where do you... who am I speaking with?

Speaker speaker_2: Hello, my name is Elvin.

Speaker speaker_1: And how can I assist you, Mr. Elvin?

Speaker speaker_2: Hello. It's cutting off a bit but I was wondering if I'm still able to enroll for benefits.

Speaker speaker_1: Okay. What's the name of the staff agency you work for?

Speaker speaker_2: Partners Personnel.

Speaker speaker_1: And the last four digits of your Social?

Speaker speaker_2: Seven, three, four, five.

Speaker speaker_1: And you said your first name is Elvin?

Speaker speaker_2: Yes. Last name's Resendez. For Partners Personnel.

Speaker speaker_1: I'm not showing an account with your name. You said the last

Speaker speaker_3: are seven, three, four, five on your Social, correct?

Speaker speaker_2: Yes.

Speaker speaker_1: I'm not showing an account. How long have you been working with, with Partners?

Speaker speaker_2: So I applied for a job and we waited for my background check about like a month and two weeks ago it felt like. Definitely over a month. *f*

Speaker speaker_1: Yeah, but you haven't actually started the job?

Speaker speaker_2: I did start today. Well, today I had orientation.

Speaker speaker_1: Okay. So your c- your information isn't in the system yet. Um, let me... I can get my-

Speaker speaker_2: I need to give my, um, agency, uh... Um, I could just give my agency a call and see if I'm in their system.

Speaker speaker_1: So their system is different from ours. If you wanna give them a call and just ask, see if they sent over your information yet, 'cause I'm not finding an account with your information.

Speaker speaker_2: Okay, thank you. I'll go ahead and give them a call and ask them if they-

Speaker speaker_1: All right.

Speaker speaker_2: ... uh, if I'm still avai- available. All right. Thanks guys.

Speaker speaker_1: No problem. You have a great day.

Speaker speaker_2: All right. You too. Goodbye.