

Transcript: Sara

Marulanda-6380823488970752-5434493480419328

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Cart. My name is Sarah. May I have your name, please? Uh, Kenya Henry. Hello, ma'am. How may I help you? Um, I'm calling to cancel my benefits. Sure, I can help you with that. May I have, please, the name of the temporary agency that you are calling, that you are working with, and the last four of your Social? Uh, the name is Search. Okay. And the last Social is 2088. Okay, and can you repeat your first and last name for me please? It's Kenya Henry. Okay, just a minute please. When did you start working with Search? Um, just this week. But they told me- Oh. ... to ca-- to call and cancel if I want to. Yes, I understand. Okay, because you are such as a new hire, they have not sent us your profile yet. So there is two options in this case. One, we can go ahead create a profile for you, decline you from that profile, and that's it. You don't have to worry about it anymore. Or the other option is, if you don't feel comfortable providing us your personal information- Okay. ... we will have to wait for Storage to send us a profile, and you will need to keep calling until, uh, we can find a profile. Oh. That's okay. I'll call, I'll keep calling. Okay. Perfect, ma'am. Yeah, just give us a call, like, uh, once or twice a week until, uh- Mm-hmm. ... they find us a profile. Okay? Okay. Thank you. You're more than welcome. Anything that I can help you with? Uh, that'll be all. Have a wonderful day, Miss Kenya, and thank you for calling Benefits in a Cart. Okay.

Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Cart. My name is Sarah. May I have your name, please? Uh, Kenya Henry. Hello, ma'am. How may I help you? Um, I'm calling to cancel my benefits. Sure, I can help you with that. May I have, please, the name of the temporary agency that you are calling, that you are working with, and the last four of your Social? Uh, the name is Search. Okay. And the last Social is 2088. Okay, and can you repeat your first and last name for me please? It's Kenya Henry. Okay, just a minute please. When did you start working with Search? Um, just this week. But they told me- Oh. ... to ca-- to call and cancel if I want to. Yes, I understand. Okay, because you are such as a new hire, they have not sent us your profile yet. So there is two options in this case. One, we can go ahead create a profile for you, decline you from that profile, and that's it. You don't have to worry about it anymore. Or the other option is, if you don't feel comfortable providing us your personal information- Okay. ... we will have to wait for Storage to send us a profile, and you will need to keep calling until, uh, we can find a profile. Oh. That's okay. I'll call, I'll keep calling. Okay. Perfect, ma'am. Yeah, just give us a call, like, uh, once or twice a week until, uh- Mm-hmm. ... they find us a profile.

Okay? Okay. Thank you. You're more than welcome. Anything that I can help you with? Uh, that'll be all. Have a wonderful day, Miss Kenya, and thank you for calling Benefits in a Cart. Okay.