Transcript: VICTORIA Taylor-4944830387666944-5720250091520000

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling- Hi. ... Benefits on a Card. This is Victoria. How can I help you? Uh, hello. I'm having trouble on OnTrack Staffing want to log in. Okay. Are you trying to log in to the Benefits on a Card website? Uh, yes. It says, uh... This is what it says. "Please select or decline benefits in a card insurance coverage and copy/paste the confirmation code below." And I keep trying to use the code, but it won't work. Hmm. Are you using, um, capital letters for, like, any letters in that code? Uh, there isn't any letters. It's only, uh, numbers. Interesting. Are you trying to enroll or decline coverage? I'm trying to decline it, and it just won't let me decline or move on. Okay, let me see if there's anything I can do on my end. What's the name of your employer? Uh, my employer is from Special Metals. I'm sorry, the name of the, uh, staffing agency. Uh, let me check. Uh, I didn't get the name from the, the person. Huh. Um... Can I say at le- my name may- maybe? If it's possible. Let me see. Yeah, what's your first and last name? Uh, first name, Alexander. Last name, Rios. Do you spell your last name R-I-O-S? Uh, yes. Um, what's the last four of your Social? Let's see. Uh, 2781. Would it be OnTrack Staffing? Uh, yes. Okay. And do you mind verifying your address and date of birth? Uh, yes. Uh, address is 605 Hound Parkway. Date of birth, uh, April 22, 2003. And then phone number, 903-450-2109? Uh, yes. And then email is gonna be alexanderrios9034@gmail.com? Yes. Okay. So it looks like... Well, let me go ahead and decline the coverage, and give me just one second. I can generate a code and see if they'll let you. Okay. Does it show on your end, the problem? N- no, not... I'm not seeing any problem on my end. So what I'm gonna do is just decline the coverage and then generate a code and see if it'll let you through. Okay. Okay, okay. You are wanting to decline, correct? Uh, yes. Okay. I just wanted to make sure. Okay, so this code that I have, um, all of the letters in it are capitalized. Okay. So it's gonna be O is in officer, T as in- Uh... Are you ready, or do you need a second? No, I'm ready. Oh, okay. Sorry. O is in officer. No, that's okay. T as in Tom, S as in Sam, and then the minus sign, the number zero, V as in Victor, the numbers five, zero, Y as in yo-yo, R as in Robert, the numbers 0845-And then H as in Henry. Okay. On the first three, it's O, T and S? Yes, sir. Yes, sir. Okay. Okay, that's all. That's the part I needed. Did you want to try it while we're on the phone to see if it goes through? Uh, yes. Okay. Yeah, it won't let me log on. Okay. And what specific website are you on? Uh, no, I'm on the part, uh, Onboarding, On Track Staffing. Like what's the actual URL website? URL, Able Teams. Yeah, I'm not familiar with that website. That sounds like it might be On Track Staffing's onboarding process. Yes, that's what I'm already, uh, processing through this. Okay. Yeah, we're just the benefits administers, so that's not our actual website. I'm not really sure how to help you get through on that website. Um... Oh, okay. Okay. I did go ahead and decline the coverage on our end, um, but if you're still having issues getting through, I would probably reach back out to your employer and let them know that you're

having issues with that website. Okay. Yeah. Sorry. Thank you. You're welcome. Have a wonderful day. You too. Thank you. Bye-bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling-

Speaker speaker_2: Hi.

Speaker speaker_1: ... Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_2: Uh, hello. I'm having trouble on OnTrack Staffing want to log in.

Speaker speaker_1: Okay. Are you trying to log in to the Benefits on a Card website?

Speaker speaker_2: Uh, yes. It says, uh... This is what it says. "Please select or decline benefits in a card insurance coverage and copy/paste the confirmation code below." And I keep trying to use the code, but it won't work.

Speaker speaker_1: Hmm. Are you using, um, capital letters for, like, any letters in that code?

Speaker speaker_2: Uh, there isn't any letters. It's only, uh, numbers.

Speaker speaker_1: Interesting. Are you trying to enroll or decline coverage?

Speaker speaker_2: I'm trying to decline it, and it just won't let me decline or move on.

Speaker speaker_1: Okay, let me see if there's anything I can do on my end. What's the name of your employer?

Speaker speaker_2: Uh, my employer is from Special Metals.

Speaker speaker_1: I'm sorry, the name of the, uh, staffing agency.

Speaker speaker_2: Uh, let me check. Uh, I didn't get the name from the, the person.

Speaker speaker_1: Huh. Um...

Speaker speaker_2: Can I say at le- my name may- maybe? If it's possible.

Speaker speaker_1: Let me see. Yeah, what's your first and last name?

Speaker speaker_2: Uh, first name, Alexander. Last name, Rios.

Speaker speaker_1: Do you spell your last name R-I-O-S?

Speaker speaker_2: Uh, yes.

Speaker speaker_1: Um, what's the last four of your Social?

Speaker speaker_2: Let's see. Uh, 2781.

Speaker speaker_1: Would it be OnTrack Staffing?

Speaker speaker_2: Uh, yes.

Speaker speaker_1: Okay. And do you mind verifying your address and date of birth?

Speaker speaker_2: Uh, yes. Uh, address is 605 Hound Parkway. Date of birth, uh, April 22, 2003.

Speaker speaker_1: And then phone number, 903-450-2109?

Speaker speaker_2: Uh, yes.

Speaker speaker_1: And then email is gonna be alexanderrios9034@gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. So it looks like... Well, let me go ahead and decline the coverage, and give me just one second. I can generate a code and see if they'll let you.

Speaker speaker_2: Okay. Does it show on your end, the problem?

Speaker speaker_1: N- no, not... I'm not seeing any problem on my end. So what I'm gonna do is just decline the coverage and then generate a code and see if it'll let you through.

Speaker speaker_2: Okay. Okay, okay.

Speaker speaker_1: You are wanting to decline, correct?

Speaker speaker_2: Uh, yes.

Speaker speaker_1: Okay. I just wanted to make sure. Okay, so this code that I have, um, all of the letters in it are capitalized.

Speaker speaker_2: Okay.

Speaker speaker_1: So it's gonna be O is in officer, T as in-

Speaker speaker_2: Uh...

Speaker speaker_1: Are you ready, or do you need a second?

Speaker speaker_2: No, I'm ready.

Speaker speaker_1: Oh, okay. Sorry. O is in officer.

Speaker speaker_2: No, that's okay.

Speaker speaker_1: T as in Tom, S as in Sam, and then the minus sign, the number zero, V as in Victor, the numbers five, zero, Y as in yo-yo, R as in Robert, the numbers 0845-And then H as in Henry.

Speaker speaker_2: Okay. On the first three, it's O, T and S?

Speaker speaker_1: Yes, sir. Yes, sir.

Speaker speaker_2: Okay. Okay, that's all. That's the part I needed.

Speaker speaker_1: Did you want to try it while we're on the phone to see if it goes through?

Speaker speaker_2: Uh, yes.

Speaker speaker_1: Okay.

Speaker speaker_2: Yeah, it won't let me log on.

Speaker speaker_1: Okay. And what specific website are you on?

Speaker speaker_2: Uh, no, I'm on the part, uh, Onboarding, On Track Staffing.

Speaker speaker_1: Like what's the actual URL website?

Speaker speaker_2: URL, Able Teams.

Speaker speaker_1: Yeah, I'm not familiar with that website. That sounds like it might be On Track Staffing's onboarding process.

Speaker speaker_2: Yes, that's what I'm already, uh, processing through this.

Speaker speaker_1: Okay. Yeah, we're just the benefits administers, so that's not our actual website. I'm not really sure how to help you get through on that website. Um...

Speaker speaker_2: Oh, okay. Okay.

Speaker speaker_1: I did go ahead and decline the coverage on our end, um, but if you're still having issues getting through, I would probably reach back out to your employer and let them know that you're having issues with that website.

Speaker speaker_2: Okay.

Speaker speaker_1: Yeah.

Speaker speaker_2: Sorry. Thank you.

Speaker speaker_1: You're welcome. Have a wonderful day.

Speaker speaker_2: You too.

Speaker speaker_1: Thank you. Bye-bye.