

Transcript: VICTORIA

Taylor-5673697220673536-5768520535556096

Full Transcript

Hello, this is 24-7 Help Desk. Can we help you? Hey, this is Joshua Bostic. Uh, I was calling because, damn, I was doing the, um, applications for Surge and me trying to... Damn. I was trying to decline the, um, benefits. Well, I mean, I was trying to select the benefit and, um, and then go through with the process but it wouldn't let me go through it. And it's... Yeah, every time I try to go through it, damn, it tells me to call the number. Have you received your first paycheck yet? Hello? Can you hear me? Hello? Can you hear me? Yes, I can hear you. Okay. Um, have you received your first paycheck yet? No, I have not. Okay. And are you wanting to decline the auto-enrollment? There's, there's certain things I don't want to enroll for. Sorry, I can't hear anything you're saying. I said, it, it's certain things I don't want to enroll for. Okay. So let me make a file for you and then once I get the file made, I'll be able to enroll you into whatever you want. What's your first and last name? Joshua Bostic. Can you spell your last name? B-O-S-T-I-C. B-O-S-T-I-T? Yes. Okay. And then your full Social? 673-16-1334. 673-16-1334? Yes. Okay. Looks like we already have a file for you. Do you mind verifying your date of birth in red? 10/01/2002, 143 Martin Luther King, Jr., Jackson Area 263. Okay. And the phone number is the same one you're calling from, 678-810-7147? Yes. What would be a good email? Uh, first and last name, fix@gmail.com. Right. And is your last name a B-O-S as in Sam, T-I-C? Yes. B-O... B-O-S, and the S as in Sam, T-I-C. T as in cat. Okay. So I have B as in boy, O as in Oscar, S as in Sam, T as in Tom, I as in indigo, and C as in cat. Yes. Okay. Now, are you a rehire with Surge? Uh, I have worked with the Surge company before, but that was like years ago. Okay. Give me one second. Yeah, they just told me to redo the whole thing. Okay. So because you are a rehire with them, I'm going to have to verify your eligibility on my end. So I will have to follow up with you as to completing the enrollment. But what... Enroll into? You need to say that again? So because you are a rehire with Surge Staffing, meaning you worked with them previously, I'm going to have to verify your eligibility on my end and then follow up with you to complete the enrollment. What exactly are you wanting to enroll with them? Like, what plans? Uh, dentist and eye. Dental and vision? Yes. Okay. And are you just wanting that for yourself? Yes, just for me. Okay. I'm gonna make a note of what you're interested in enrolling into and then once I get the go-ahead to enroll you into those two plans, I'll call you back. But just so you know, the dental and vision for employee only, it should be about \$6.32 a week that would be deducted from your check. Okay. Um, so I will follow up with you as soon as I can as far as actually completing the enrollment if y'all are... if you are eligible to do so. But did you have any other questions for me in the meantime? Hello? Are you there? Hello? Whoa. Yes, can you hear me? I'm sorry. It's, it's the phone's been cut off. Yep. Yeah. Yeah, I know. I'm sorry. That's fine. But, no, I don't have... No, I don't have any further questions. Okay. All righty. I'll give you a call back as soon as I can. Okay. You have a wonderful day. You too. Uh, do you know how long it's gonna be?

Typically takes about 24 to 48 business hours for a follow-up. Okay. So it'll be like tomorrow or the day after? It could very well be today. We just typically say 24 to 48 business hours is the standard. Okay. Yes, sir. And so- I'll be waiting. Thank you. ... as soon as I get word back... You're welcome. Soon as I get word back, I'll give you a call back. If you don't answer, I'll just leave you a voicemail. Okay. Thank you. You're welcome. Have a good day.

Conversation Format

Speaker speaker_0: Hello, this is 24-7 Help Desk. Can we help you?

Speaker speaker_1: Hey, this is Joshua Bostic. Uh, I was calling because, damn, I was doing the, um, applications for Surge and me trying to... Damn. I was trying to decline the, um, benefits. Well, I mean, I was trying to select the benefit and, um, and then go through with the process but it wouldn't let me go through it. And it's... Yeah, every time I try to go through it, damn, it tells me to call the number.

Speaker speaker_0: Have you received your first paycheck yet?

Speaker speaker_1: Hello?

Speaker speaker_0: Can you hear me?

Speaker speaker_1: Hello?

Speaker speaker_0: Can you hear me?

Speaker speaker_1: Yes, I can hear you.

Speaker speaker_0: Okay. Um, have you received your first paycheck yet?

Speaker speaker_1: No, I have not.

Speaker speaker_0: Okay. And are you wanting to decline the auto-enrollment?

Speaker speaker_1: There's, there's certain things I don't want to enroll for.

Speaker speaker_0: Sorry, I can't hear anything you're saying.

Speaker speaker_1: I said, it, it's certain things I don't want to enroll for.

Speaker speaker_0: Okay. So let me make a file for you and then once I get the file made, I'll be able to enroll you into whatever you want. What's your first and last name?

Speaker speaker_1: Joshua Bostic.

Speaker speaker_0: Can you spell your last name?

Speaker speaker_1: B-O-S-T-I-C.

Speaker speaker_0: B-O-S-T-I-T?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. And then your full Social?

Speaker speaker_1: 673-16-1334.

Speaker speaker_0: 673-16-1334?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Looks like we already have a file for you. Do you mind verifying your date of birth in red?

Speaker speaker_1: 10/01/2002, 143 Martin Luther King, Jr., Jackson Area 263.

Speaker speaker_0: Okay. And the phone number is the same one you're calling from, 678-810-7147?

Speaker speaker_1: Yes.

Speaker speaker_0: What would be a good email?

Speaker speaker_1: Uh, first and last name, fix@gmail.com.

Speaker speaker_0: Right. And is your last name a B-O-S as in Sam, T-I-C?

Speaker speaker_1: Yes. B-O... B-O-S, and the S as in Sam, T-I-C. T as in cat.

Speaker speaker_0: Okay. So I have B as in boy, O as in Oscar, S as in Sam, T as in Tom, I as in indigo, and C as in cat.

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Now, are you a rehire with Surge?

Speaker speaker_1: Uh, I have worked with the Surge company before, but that was like years ago.

Speaker speaker_0: Okay. Give me one second.

Speaker speaker_1: Yeah, they just told me to redo the whole thing.

Speaker speaker_0: Okay. So because you are a rehire with them, I'm going to have to verify your eligibility on my end. So I will have to follow up with you as to completing the enrollment. But what... Enroll into?

Speaker speaker_1: You need to say that again?

Speaker speaker_0: So because you are a rehire with Surge Staffing, meaning you worked with them previously, I'm going to have to verify your eligibility on my end and then follow up with you to complete the enrollment. What exactly are you wanting to enroll with them? Like, what plans?

Speaker speaker_1: Uh, dentist and eye.

Speaker speaker_0: Dental and vision?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. And are you just wanting that for yourself?

Speaker speaker_1: Yes, just for me.

Speaker speaker_0: Okay. I'm gonna make a note of what you're interested in enrolling into and then once I get the go-ahead to enroll you into those two plans, I'll call you back. But just so you know, the dental and vision for employee only, it should be about \$6.32 a week that would be deducted from your check.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, so I will follow up with you as soon as I can as far as actually completing the enrollment if y'all are... if you are eligible to do so. But did you have any other questions for me in the meantime? Hello? Are you there? Hello?

Speaker speaker_1: Whoa. Yes, can you hear me?

Speaker speaker_0: I'm sorry. It's, it's the phone's been cut off. Yep.

Speaker speaker_1: Yeah. Yeah, I know. I'm sorry.

Speaker speaker_0: That's fine.

Speaker speaker_1: But, no, I don't have... No, I don't have any further questions.

Speaker speaker_0: Okay. All righty. I'll give you a call back as soon as I can.

Speaker speaker_1: Okay.

Speaker speaker_0: You have a wonderful day.

Speaker speaker_1: You too. Uh, do you know how long it's gonna be?

Speaker speaker_0: Typically takes about 24 to 48 business hours for a follow-up.

Speaker speaker_1: Okay. So it'll be like tomorrow or the day after?

Speaker speaker_0: It could very well be today. We just typically say 24 to 48 business hours is the standard.

Speaker speaker_1: Okay.

Speaker speaker_0: Yes, sir. And so-

Speaker speaker_1: I'll be waiting. Thank you.

Speaker speaker_0: ... as soon as I get word back... You're welcome. Soon as I get word back, I'll give you a call back. If you don't answer, I'll just leave you a voicemail.

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: You're welcome. Have a good day.