

## **Transcript: Estefania**

**Acevedo-4549401774440448-5819779247292416**

### **Full Transcript**

Hello. Your call may be monitored or recorded for quality assurance purposes. Hey, good afternoon. I'm calling from Benefits and a card on behalf of, uh, Norris Staffing Group, I-- LLC. I'm looking to speak with Ms. Sharon? Uh, this is Sharon. I, I, I, I'm actually in a work meeting right now, but I noticed you called and then called again. Um, is it possible to do this phone call tomorrow, or do you need to do it right now? Yes, ma'am. You're welcome to give us a call tomorrow. We're open from 8:00 AM up until 8:00 PM Eastern Time. Um, I was just trying to double-check that you did wanna be enrolled into your behavior health and then the VIP Classic plan. Yes. Okay. Were those the only two that you wanted? Yes. Okay. Yeah. I just wanted to double-check. Oh. I'll go ahead and let them know. I have something to do. Yes, ma'am. Okay, so I don't need to call tomorrow? No, ma'am. Hm. Thank you so much. And then, um, our... You're welcome. And I was gonna tell you that, um, I'm gonna go ahead and let them know what you wanna be enrolled into, and it looks like our main office is gonna take it from here, okay? Thank you. You welcome. Have a nice day. You too. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Hello.

Speaker speaker\_1: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_2: Hey, good afternoon. I'm calling from Benefits and a card on behalf of, uh, Norris Staffing Group, I-- LLC. I'm looking to speak with Ms. Sharon?

Speaker speaker\_0: Uh, this is Sharon. I, I, I, I'm actually in a work meeting right now, but I noticed you called and then called again. Um, is it possible to do this phone call tomorrow, or do you need to do it right now?

Speaker speaker\_2: Yes, ma'am. You're welcome to give us a call tomorrow. We're open from 8:00 AM up until 8:00 PM Eastern Time. Um, I was just trying to double-check that you did wanna be enrolled into your behavior health and then the VIP Classic plan.

Speaker speaker\_0: Yes.

Speaker speaker\_2: Okay. Were those the only two that you wanted?

Speaker speaker\_0: Yes.

Speaker speaker\_2: Okay.

Speaker speaker\_0: Yeah.

Speaker speaker\_2: I just wanted to double-check.

Speaker speaker\_0: Oh.

Speaker speaker\_2: I'll go ahead and let them know.

Speaker speaker\_0: I have something to do.

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_0: Okay, so I don't need to call tomorrow?

Speaker speaker\_2: No, ma'am.

Speaker speaker\_0: Hm. Thank you so much.

Speaker speaker\_2: And then, um, our... You're welcome. And I was gonna tell you that, um, I'm gonna go ahead and let them know what you wanna be enrolled into, and it looks like our main office is gonna take it from here, okay?

Speaker speaker\_0: Thank you.

Speaker speaker\_2: You welcome. Have a nice day.

Speaker speaker\_0: You too. Bye-bye.