

## **Transcript: Estefania**

**Acevedo-4995211861475328-5440651417403392**

### **Full Transcript**

Thank you for calling Benefits 10 O'Clock. My name is Stephanie. How can I assist you? Hi, yes, I'm trying to see if I'm still within my timeframe for my benefits. Okay, yeah, I can check. Um, what staffing agency are you with? Robert Half. I'm sorry. You kind of broke up a little bit. Can you repeat that? Yes. This is Robert Half. Is that the staffing agency that you applied with? Yes. That's who I'm currently with, working with. Okay, give me one second. Okay, so I don't have a staffing agency with that name. Are you sure it goes by that name? 'Cause sometimes they have a second name. I'll have to double-check, but yeah, it is Robert Half. Yeah, 'cause I don't have a Robert Have under the list of the, um, clients either, so I believe you, you might actually have a different name. Okay. I'll check with them and then I'll call you back tomorrow. Okay. We're open from 8:00 AM up until 8:00 PM Eastern time, okay? Okay. Thank you. You're welcome.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits 10 O'Clock. My name is Stephanie. How can I assist you?

Speaker speaker\_1: Hi, yes, I'm trying to see if I'm still within my timeframe for my benefits.

Speaker speaker\_0: Okay, yeah, I can check. Um, what staffing agency are you with?

Speaker speaker\_1: Robert Half.

Speaker speaker\_0: I'm sorry. You kind of broke up a little bit. Can you repeat that?

Speaker speaker\_1: Yes. This is Robert Half.

Speaker speaker\_0: Is that the staffing agency that you applied with?

Speaker speaker\_1: Yes. That's who I'm currently with, working with.

Speaker speaker\_0: Okay, give me one second. Okay, so I don't have a staffing agency with that name. Are you sure it goes by that name? 'Cause sometimes they have a second name.

Speaker speaker\_1: I'll have to double-check, but yeah, it is Robert Half.

Speaker speaker\_0: Yeah, 'cause I don't have a Robert Have under the list of the, um, clients either, so I believe you, you might actually have a different name.

Speaker speaker\_1: Okay. I'll check with them and then I'll call you back tomorrow.

Speaker speaker\_0: Okay. We're open from 8:00 AM up until 8:00 PM Eastern time, okay?

Speaker speaker\_1: Okay. Thank you.

Speaker speaker\_0: You're welcome.