

Transcript: Estefania

Acevedo-5406855118503936-5422863317254144

Full Transcript

Good night to you, ma'am. I'll see you tomorrow. Your call is being monitored or recorded for quality assurance purposes. Hey, good afternoon. I'm calling from BenefitsNCard on behalf of Hospitality Staffing Solution. I'm looking to speak with Mr. Elijah. Yeah, this is him. Um, we're currently processing the enrollment. Yes, how you doing? Um... your parents for that staff. I, I, I can't, I can't hear you, ma'am. Okay. Um, how about you? I, I can't hear you. If you wanted to add your spouse under... I'm sorry, can you hear me now? Yeah, the phone is- Hello? ... it's kind of, like, going in and out. Yeah, I can hear you now a little bit. Can you hear me? Okay. Okay, thank you. Um, so... Yes, sir. Um, so I was letting you know that we're currently processing the enrollment forms for your staffing agency, and you selected a plan with your spouse, being the VIP Standard. Um, however, you didn't give us the spouse information, so I was actually calling to see if you still wanted to add her under that plan, or did you want to do the employee-only? Hello? Hello? Hello? Hello? This call's being disconnected due to no response.

Conversation Format

Speaker speaker_0: Good night to you, ma'am. I'll see you tomorrow.

Speaker speaker_1: Your call is being monitored or recorded for quality assurance purposes.

Speaker speaker_2: Hey, good afternoon. I'm calling from BenefitsNCard on behalf of Hospitality Staffing Solution. I'm looking to speak with Mr. Elijah.

Speaker speaker_0: Yeah, this is him.

Speaker speaker_2: Um, we're currently processing the enrollment.

Speaker speaker_0: Yes, how you doing?

Speaker speaker_2: Um... your parents for that staff.

Speaker speaker_0: I, I, I can't, I can't hear you, ma'am.

Speaker speaker_2: Okay. Um, how about you?

Speaker speaker_0: I, I can't hear you.

Speaker speaker_2: If you wanted to add your spouse under... I'm sorry, can you hear me now?

Speaker speaker_0: Yeah, the phone is-

Speaker speaker_2: Hello?

Speaker speaker_0: ... it's kind of, like, going in and out. Yeah, I can hear you now a little bit. Can you hear me?

Speaker speaker_2: Okay. Okay, thank you. Um, so... Yes, sir. Um, so I was letting you know that we're currently processing the enrollment forms for your staffing agency, and you selected a plan with your spouse, being the VIP Standard. Um, however, you didn't give us the spouse information, so I was actually calling to see if you still wanted to add her under that plan, or did you want to do the employee-only?

Speaker speaker_1: Hello? Hello? Hello?

Speaker speaker_2: Hello? This call's being disconnected due to no response.