

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling the Benefits in a Card. My name is Stephanie. How can I assist you? Hi. I'm currently consultant in Oxford. Thank you for- Mm-hmm. Uh, I'm currently consultant in Oxford and Neil says, uh, I need to enroll, uh, for the receive health bene- health and healthcare benefits but how can I do that? Do I need to use my portal or are we doing from here? We could do it through the phone. Excuse me? We could do it through the... We could do this through the phone. Okay. Um, what are the last four of your Social? My last four digit of the Social? Yes, sir. Uh, I don't remember it. I left my card at home. Let me check my phone. Okay. Hey, can we, can we... Right now, uh, we are going to lunch. Uh, uh, can... Uh, what's your... W- when your shift ends, when can I call you? Can I call you in like 1:00 or 1:00 and h- or 1:30? Yeah. We're open from 8:00 AM up until 8:00 PM Eastern Time, so you can- 8:00 PM Eastern Time. ... call from 8:00 AM. Okay. That's great. That's great. Mm-hmm. 8:00 PM Eastern Time. Correct. Yes, sir. Okay. Thank you so much. Have a nice day. Thank you. You do too.

Conversation Format

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

Speaker speaker_1: Thank you for calling the Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_2: Hi. I'm currently consultant in Oxford.

Speaker speaker_1: Thank you for- Mm-hmm.

Speaker speaker_2: Uh, I'm currently consultant in Oxford and Neil says, uh, I need to enroll, uh, for the receive health bene- health and healthcare benefits but how can I do that? Do I need to use my portal or are we doing from here?

Speaker speaker_1: We could do it through the phone.

Speaker speaker_2: Excuse me?

Speaker speaker_1: We could do it through the... We could do this through the phone.

Speaker speaker_2: Okay.

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

Speaker speaker_2: My last four digit of the Social?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Uh, I don't remember it. I left my card at home. Let me check my phone.

Speaker speaker_1: Okay.

Speaker speaker_3: Hey, can we, can we... Right now, uh, we are going to lunch. Uh, uh, can... Uh, what's your... W- when your shift ends, when can I call you? Can I call you in like 1:00 or 1:00 and h- or 1:30?

Speaker speaker_1: Yeah. We're open from 8:00 AM up until 8:00 PM Eastern Time, so you can-

Speaker speaker_2: 8:00 PM Eastern Time.

Speaker speaker_1: ... call from 8:00 AM.

Speaker speaker_2: Okay. That's great. That's great.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: 8:00 PM Eastern Time.

Speaker speaker_1: Correct. Yes, sir.

Speaker speaker_2: Okay. Thank you so much. Have a nice day.

Speaker speaker_1: Thank you. You do too.