

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Hi. Thank you so much. Somebody called me this phone number, so I'm just call back. Okay. Uh, um, do you currently work for a staffing agency? Say it again? Do you currently work for a staffing agency? No. Okay. Um, we're the healthcare administrators for staffing agencies. So, um, to look in your file, would have to need the last four of your social. Did somebody call you or did you get a text? I receiving text message. I also receiving phone calls. Okay. What does the text say? They say, "Call back please." Yeah. But could you read me the full message? Yeah. So that I know what it's regarding towards? Yeah. They said just call back. Mm-hmm. Okay. Um, so like I said, again, we're the healthcare administrators for staffing agen-

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Hi. Thank you so much. Somebody called me this phone number, so I'm just call back.

Speaker speaker_0: Okay. Uh, um, do you currently work for a staffing agency?

Speaker speaker_1: Say it again?

Speaker speaker_0: Do you currently work for a staffing agency?

Speaker speaker_1: No.

Speaker speaker_0: Okay. Um, we're the healthcare administrators for staffing agencies. So, um, to look in your file, would have to need the last four of your social. Did somebody call you or did you get a text?

Speaker speaker_1: I receiving text message. I also receiving phone calls.

Speaker speaker_0: Okay. What does the text say?

Speaker speaker_1: They say, "Call back please."

Speaker speaker_0: Yeah. But could you read me the full message?

Speaker speaker_1: Yeah.

Speaker speaker_0: So that I know what it's regarding towards?

Speaker speaker_1: Yeah. They said just call back. Mm-hmm.

Speaker speaker_0: Okay. Um, so like I said, again, we're the healthcare administrators for staffing agen-