

## **Transcript: Franchesca**

**Baez-4550068824653824-5230884827381760**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and OhCara. My name is Rachel. How may I help you today? Hi. You guys called me right now? So I see your message and I will call back. I believe the automated system for your staffing company was the one that called you. What staffing company you work with? Doherty Staffing. I'm sorry? Doh- Doherty Staffing. D-O... Does it have an H at the end, D-O-H? Yeah, Doherty. Doherty. Let's see. Did you recently start an assignment with them? What did you say? Did you recently start an assignment with them? Like um- Yeah. ... get a job with them? Yeah. Yeah. So I use them, I- I see a message they saying, "Please see status invoice open internally because demanded December to, uh, 2023, benefit card," something like that. Let me see if there's any notes of it in your account. What are the last four of your social? Zero, zero, three, seven... And your last name? F-B-A-R-D-I. So there's no notes in your account and you said it's an invoice? My name? You said it's an invoice? Yes, invoice for the agency, Doherty Staffing. Doherty Staffing. So I'm not sure what that call was in regards to. I know it was their system making it, um, 'cause our system doesn't show any call before you called us in our system. Mm-hmm. And we don't show any notes on your account, so I'm not too sure- Okay. ... what that document is for, unfortunately. Okay. Okay.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits and OhCara. My name is Rachel. How may I help you today?

Speaker speaker\_2: Hi. You guys called me right now? So I see your message and I will call back.

Speaker speaker\_1: I believe the automated system for your staffing company was the one that called you. What staffing company you work with?

Speaker speaker\_2: Doherty Staffing.

Speaker speaker\_1: I'm sorry?

Speaker speaker\_2: Doh- Doherty Staffing. D-O...

Speaker speaker\_1: Does it have an H at the end, D-O-H?

Speaker speaker\_2: Yeah, Doherty. Doherty.

Speaker speaker\_1: Let's see. Did you recently start an assignment with them?

Speaker speaker\_2: What did you say?

Speaker speaker\_1: Did you recently start an assignment with them? Like um-

Speaker speaker\_2: Yeah.

Speaker speaker\_1: ... get a job with them?

Speaker speaker\_2: Yeah. Yeah. So I use them, I- I see a message they saying, "Please see status invoice open internally because demanded December to, uh, 2023, benefit card," something like that.

Speaker speaker\_1: Let me see if there's any notes of it in your account. What are the last four of your social?

Speaker speaker\_2: Zero, zero, three, seven...

Speaker speaker\_1: And your last name?

Speaker speaker\_2: F-B-A-R-D-I. So there's no notes in your account and you said it's an invoice? My name?

Speaker speaker\_1: You said it's an invoice?

Speaker speaker\_2: Yes, invoice for the agency, Doherty Staffing. Doherty Staffing.

Speaker speaker\_1: So I'm not sure what that call was in regards to. I know it was their system making it, um, 'cause our system doesn't show any call before you called us in our system.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: And we don't show any notes on your account, so I'm not too sure-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... what that document is for, unfortunately.

Speaker speaker\_2: Okay. Okay.