

Transcript: Francesca

Baez-4570106303561728-6479067801927680

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits 10-00-Crown. My name is Francesca. How can I assist you today? Yeah, hi. Hello? Yes, sir. How can I help you? Yeah, I get, uh, the message this morning in my phone. It says, "Crown is passing your email." I have to call back in this number. That's why I call. I don't know what's going on. "A new comma from the, uh, Crown is passing away in the, uh..." It's a new company now. I get this. It tell me, "Call this number." That's why I call. I don't know what's going on. I don't understand it or anything. Um, I don't quite understand, sir. Maybe the message that you received is in regards to the company open enrollment period that started today or the way to generate a statement. All right. Okay, thank you. It could be that that's the message that you received. If our name is on it, it's related to the health insurance they offer. Okay. Yes, sir. All right.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits 10-00-Crown. My name is Francesca. How can I assist you today?

Speaker speaker_2: Yeah, hi. Hello?

Speaker speaker_1: Yes, sir. How can I help you?

Speaker speaker_2: Yeah, I get, uh, the message this morning in my phone. It says, "Crown is passing your email." I have to call back in this number. That's why I call. I don't know what's going on. "A new comma from the, uh, Crown is passing away in the, uh..." It's a new company now. I get this. It tell me, "Call this number." That's why I call. I don't know what's going on. I don't understand it or anything.

Speaker speaker_1: Um, I don't quite understand, sir. Maybe the message that you received is in regards to the company open enrollment period that started today or the way to generate a statement.

Speaker speaker_2: All right. Okay, thank you.

Speaker speaker_1: It could be that that's the message that you received. If our name is on it, it's related to the health insurance they offer.

Speaker speaker_2: Okay.

Speaker speaker_1: Yes, sir.

Speaker speaker_2: All right.