

Transcript: Francesca

Baez-4613476998758400-6539261682696192

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits 10-09, my name is Francesca. How can I assist you today? Uh, I just got this text message on. I don't know what's going on. I'm trying to see what it's about. Okay, what does the text message say? Uh... Let me see. It says, uh, "Open enrollment for site staffing is going on right now. Enroll or make changes by contacting BIC." Yes, so they're advising you of the company open enrollment period where all of the employees are eligible to enroll into the health insurance they offered. Oh, okay, okay, okay. All right. Oh, no, I'm, I'm cool for now. Understood. So if you're not interested in enrolling into coverage at this moment, you can simply ignore it. Okay. All right. I didn't know what it was about, so I just called. Don't worry. That's what we're here for. Was there anything else we can assist you with today? No, that's it, ma'am. I appreciate it. My pleasure. Hope you have a wonderful rest of your day. All right. You too. Bye. Bye-bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits 10-09, my name is Francesca. How can I assist you today?

Speaker speaker_2: Uh, I just got this text message on. I don't know what's going on. I'm trying to see what it's about.

Speaker speaker_1: Okay, what does the text message say?

Speaker speaker_2: Uh... Let me see. It says, uh, "Open enrollment for site staffing is going on right now. Enroll or make changes by contacting BIC."

Speaker speaker_1: Yes, so they're advising you of the company open enrollment period where all of the employees are eligible to enroll into the health insurance they offered.

Speaker speaker_2: Oh, okay, okay, okay. All right. Oh, no, I'm, I'm cool for now.

Speaker speaker_1: Understood. So if you're not interested in enrolling into coverage at this moment, you can simply ignore it.

Speaker speaker_2: Okay. All right. I didn't know what it was about, so I just called.

Speaker speaker_1: Don't worry. That's what we're here for. Was there anything else we can assist you with today?

Speaker speaker_2: No, that's it, ma'am. I appreciate it.

Speaker speaker_1: My pleasure. Hope you have a wonderful rest of your day.

Speaker speaker_2: All right. You too. Bye.

Speaker speaker_1: Bye-bye.