

Transcript: Francesca

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Full Transcript

Thank you for calling . My name is Francesca. How can I assist you today? Uh-huh, yes. Um, I'm wanting to get medical for, um, my job. What staffing company do you work with? Uh, ATC. And last for a social? 5902. And the last name? Ransfeldt. With a D. One more time, I'm sorry, you said it starts with a D? Yeah. It's D as in dog, R-A-N, S as in Sam, F as in Frank, E-L-D-T. You say you're enrolled with ATC Healthcare? Yes. Are you a new employee? I am a new employee. We don't have your file yet. In order to process any enrollment, we'll need a file. We can either create one or I am going to need your full social. However, if you do not feel comfortable providing it on a recorded line, then it will be you calling in throughout the week or if you have already started working, once you receive that first paycheck. So once I receive my first paycheck, I can call you back and sign up for insurance? Yes, ma'am. Once you receive that first paycheck, that'll be for sure when we'll have it. Um, if you want to- Okay. ... just check and see when it will be here, you're more than welcome to call back on Monday to see if we have it by then or throughout that week. What's coming up. Okay. Sure. All right. Thank you. Of course. Was there anything else you can assist me with? Uh-huh. No, that's it. Thank you so much. All right. I hope you have a wonderful rest of your day. You too. Bye. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling . My name is Francesca. How can I assist you today?

Speaker speaker_1: Uh-huh, yes. Um, I'm wanting to get medical for, um, my job.

Speaker speaker_0: What staffing company do you work with?

Speaker speaker_1: Uh, ATC.

Speaker speaker_0: And last for a social?

Speaker speaker_1: 5902.

Speaker speaker_0: And the last name?

Speaker speaker_1: Ransfeldt. With a D.

Speaker speaker_0: One more time, I'm sorry, you said it starts with a D?

Speaker speaker_1: Yeah. It's D as in dog, R-A-N, S as in Sam, F as in Frank, E-L-D-T.

Speaker speaker_0: You say you're enrolled with ATC Healthcare?

Speaker speaker_1: Yes.

Speaker speaker_0: Are you a new employee?

Speaker speaker_1: I am a new employee.

Speaker speaker_0: We don't have your file yet. In order to process any enrollment, we'll need a file. We can either create one or I am going to need your full social. However, if you do not feel comfortable providing it on a recorded line, then it will be you calling in throughout the week or if you have already started working, once you receive that first paycheck.

Speaker speaker_1: So once I receive my first paycheck, I can call you back and sign up for insurance?

Speaker speaker_0: Yes, ma'am. Once you receive that first paycheck, that'll be for sure when we'll have it. Um, if you want to-

Speaker speaker_1: Okay.

Speaker speaker_0: ... just check and see when it will be here, you're more than welcome to call back on Monday to see if we have it by then or throughout that week. What's coming up.

Speaker speaker_1: Okay. Sure. All right. Thank you.

Speaker speaker_0: Of course. Was there anything else you can assist me with?

Speaker speaker_1: Uh-huh. No, that's it. Thank you so much.

Speaker speaker_0: All right. I hope you have a wonderful rest of your day.

Speaker speaker_1: You too. Bye.

Speaker speaker_0: Bye.