

Transcript: Franchesca

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Full Transcript

Thank you for calling Benefits in No Crime. My name is Francesca. How can I help you?
Good, good afternoon. How are you doing? Good. How can I help you? Yes. Uh, my name is, uh, Dominic Voltaire. So I work in Prospect and then so I see you take the money on my acc- on my paycheck for insurance, but I just called to, uh, to tell you if you have merit there is about any insurance, okay? Please. Okay. Do you want to cancel it? Yes, cancel. What staffing company do you work with? Excuse me? What staffing company do you work with? Uh, Chabot. Sir, are you currently looking for your staffing company's name? Excuse me? Yes, sir. I'm waiting on you. I need your staffing company's name for me to be able to help you. Uh, oh, can you talk about my company where I'm working? Your staffing company name, sir. We administer the health insurance of different staffing companies. So the way- Yes. ... that our system works, it requires for me to put in which staffing company you specifically work with so that I can go to the right system to look for your account. What is the name of the- What are- ... staffing company that you work with? No. When you say staffing company, w- I don't understand that. You said about my company working or a- agency that I'm working? No, sir. I need your staffing company's name so that I can locate your account and cancel the insurance. Oh, give me a few second.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in No Crime. My name is Francesca. How can I help you?

Speaker speaker_1: Good, good afternoon. How are you doing?

Speaker speaker_0: Good. How can I help you?

Speaker speaker_1: Yes. Uh, my name is, uh, Dominic Voltaire. So I work in Prospect and then so I see you take the money on my acc- on my paycheck for insurance, but I just called to, uh, to tell you if you have merit there is about any insurance, okay? Please.

Speaker speaker_0: Okay. Do you want to cancel it?

Speaker speaker_1: Yes, cancel.

Speaker speaker_0: What staffing company do you work with?

Speaker speaker_1: Excuse me?

Speaker speaker_0: What staffing company do you work with?

Speaker speaker_1: Uh, Chabot.

Speaker speaker_0: Sir, are you currently looking for your staffing company's name?

Speaker speaker_1: Excuse me?

Speaker speaker_0: Yes, sir. I'm waiting on you. I need your staffing company's name for me to be able to help you.

Speaker speaker_1: Uh, oh, can you talk about my company where I'm working?

Speaker speaker_0: Your staffing company name, sir. We administer the health insurance of different staffing companies. So the way-

Speaker speaker_1: Yes.

Speaker speaker_0: ... that our system works, it requires for me to put in which staffing company you specifically work with so that I can go to the right system to look for your account. What is the name of the-

Speaker speaker_1: What are-

Speaker speaker_0: ... staffing company that you work with?

Speaker speaker_1: No. When you say staffing company, w- I don't understand that. You said about my company working or a- agency that I'm working?

Speaker speaker_0: No, sir. I need your staffing company's name so that I can locate your account and cancel the insurance.

Speaker speaker_1: Oh, give me a few second.