

Transcript: Francesca

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good morning. My name is Francesca of Benefits in a Card. How can I assist you today? Hello, Jessica. My name is Breanna Chambers. Um, I was recently called not too long ago, um, to go ahead and enroll in my benefits, um, through my employer. And so, someone gave me the, the website link to, like, the actual employer 'cause I, I kept going to y'all's website and it navigated me just to the website to try and enroll. Do you know how I can get back to the, like, Crown Staffing, like, link? With Benefits in a Card? Did you save it or do you have the message where they send you the link? Well, no, I have a paper. So originally, um, I tried to get on y- y'all's website to, um, enroll and I couldn't figure out how. But so, one of your coworkers, they, they navigated me through, um, the Crown Staffing through Benefits in a Card and I didn't print in my memo. Okay. Do you need the IP address? Uh, yeah, that would help if it di- it, it would direct me straight to it 'cause I was trying to check on them. Check on the benefits itself. Let's see. It should just be www. Wwww.what? Mybiac.com. Hmm. /CrownServices. Oh, I'm sorry, I thought that was it. Okay, so hold on one second. You said, uh, www.mbiac.com/CrownStaffing or even Crown? No, ma'am. Is that it? It's gonna be bee, boy, I as in India, A as in apple, C as in car..com. All right. Hold on one second . Hold on, 'cause I just have to delete the whole thing out. I'm sorry. Say that one more time. Wwww. M as in Mary, Y as in yellow. Mm-hmm. B as in bus, E as in India, A as in apple, C as in cat.com/CrownServices. Uh. No, this isn't where he sent me. Okay, so you said... Let me just make sure. Wwww, M as in Mary, Y as in yellow, B as in ba, E as in echo, A as in alpha, C as in charlie.com/CrownServices? No, ma'am. E as in India, as I am a human. E as in India, as in I. Right. I put... That's what I'm saying. I put E. So you're saying I or E 'cause... I'm getting confused. Hold on. Wait. Okay, so I know I as in India, but it sounds like you're saying E. Okay. Were you able to get to the website, ma'am? No, ma'am. Hold on one second 'cause I, I think it's... We're just having a little barrier going on. Okay. M-Y-B-I. Okay, so www.myb- How about I just send it to your email? Do you have an email- That- ... I can just send you the link to? That would be perfect. Okay, so, um, it's gonna be bee.chambers28@gmail.com. Okay. Just give me one moment. Mm-hmm. Okay. I sent you the email. It's gonna be coming in from Ansel at Benefits in a Card. Okay. If you don't mind, I just wanna make sure that it comes through so I don't have to call you out back. Um... Sure. Okay. See. Okay, so yes, ma'am, I do have that now. Um, I think that might be it. I should be able to log in. Well, no, it's not. Hmm. Uh, okay, yeah. I got it. Thank you so much, Jess. No problem. Is there anything else we can assist you with today? No, ma'am. That is all. I hope you have a wonderful rest of your day. Thank you for calling Benefits in a Card today. I hope you do too as well.

Conversation Format

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

Speaker speaker_1: Good morning. My name is Francesca of Benefits in a Card. How can I assist you today?

Speaker speaker_2: Hello, Jessica. My name is Breanna Chambers. Um, I was recently called not too long ago, um, to go ahead and enroll in my benefits, um, through my employer. And so, someone gave me the, the website link to, like, the actual employer 'cause I, I kept going to y'all's website and it navigated me just to the website to try and enroll. Do you know how I can get back to the, like, Crown Staffing, like, link? With Benefits in a Card?

Speaker speaker_1: Did you save it or do you have the message where they send you the link?

Speaker speaker_2: Well, no, I have a paper. So originally, um, I tried to get on y- y'all's website to, um, enroll and I couldn't figure out how. But so, one of your coworkers, they, they navigated me through, um, the Crown Staffing through Benefits in a Card and I didn't print in my memo.

Speaker speaker_1: Okay. Do you need the IP address?

Speaker speaker_2: Uh, yeah, that would help if it di- it, it would direct me straight to it 'cause I was trying to check on them. Check on the benefits itself.

Speaker speaker_1: Let's see. It should just be www.

Speaker speaker_2: Www.what?

Speaker speaker_1: Mybiac.com.

Speaker speaker_2: Hmm.

Speaker speaker_1: /CrownServices.

Speaker speaker_2: Oh, I'm sorry, I thought that was it. Okay, so hold on one second. You said, uh, www.mbiac.com/CrownStaffing or even Crown?

Speaker speaker_1: No, ma'am.

Speaker speaker_2: Is that it?

Speaker speaker_1: It's gonna be bee, boy, I as in India, A as in apple, C as in car..com.

Speaker speaker_2: All right. Hold on one second . Hold on, 'cause I just have to delete the whole thing out. I'm sorry. Say that one more time. Www.

Speaker speaker_1: M as in Mary, Y as in yellow.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: B as in bus, E as in India, A as in apple, C as in cat.com/CrownServices.

Speaker speaker_2: Uh. No, this isn't where he sent me. Okay, so you said... Let me just make sure. Www, M as in Mary, Y as in yellow, B as in ba, E as in echo, A as in alpha, C as in charlie.com/CrownServices?

Speaker speaker_1: No, ma'am. E as in India, as I am a human. E as in India, as in I.

Speaker speaker_2: Right. I put... That's what I'm saying. I put E. So you're saying I or E 'cause... I'm getting confused. Hold on. Wait. Okay, so I know I as in India, but it sounds like you're saying E.

Speaker speaker_1: Okay. Were you able to get to the website, ma'am?

Speaker speaker_2: No, ma'am. Hold on one second 'cause I, I think it's... We're just having a little barrier going on. Okay. M-Y-B-I. Okay, so www.myb-

Speaker speaker_1: How about I just send it to your email? Do you have an email-

Speaker speaker_2: That-

Speaker speaker_1: ... I can just send you the link to?

Speaker speaker_2: That would be perfect. Okay, so, um, it's gonna be bee.chambers28@gmail.com.

Speaker speaker_1: Okay. Just give me one moment.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Okay. I sent you the email. It's gonna be coming in from Ansel at Benefits in a Card.

Speaker speaker_2: Okay. If you don't mind, I just wanna make sure that it comes through so I don't have to call you out back. Um...

Speaker speaker_1: Sure.

Speaker speaker_2: Okay. See. Okay, so yes, ma'am, I do have that now. Um, I think that might be it. I should be able to log in. Well, no, it's not. Hmm. Uh, okay, yeah. I got it. Thank you so much, Jess.

Speaker speaker_1: No problem. Is there anything else we can assist you with today?

Speaker speaker_2: No, ma'am. That is all.

Speaker speaker_1: I hope you have a wonderful rest of your day. Thank you for calling Benefits in a Card today.

Speaker speaker_2: I hope you do too as well.