

## **Transcript: Francesca**

**Baez-5390824568209408-6677035068899328**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today? Yeah, hi. Uh, I filled out a application. Ah, let me look. Yeah. Uh, yes. He filled out a, um, he's trying to register and it's trying to send him a verification code to his email, but every time they send him the code and he put it in, it keeps saying that it's not valid. What are you trying to register for, sir? Um, he's doing it for a job and it's, uh, enroll at Benefitsinacard.com. That's what he's trying to do. Okay, so that's just our website with the benefits of, with the staffing company. Which staffing company is that application for? Uh, Search. Okay. Have you spoken with Search for them to provide you the confirmation code? No. 'Cause you did say he's not getting the code, right? Yeah. It's, it's not letting him get the verification code. I would recommend speaking with Search 'cause the thing is we don't have an account. If he's applying for Search at the moment, our system won't have an account for him for me to look him up in their system. Oh, okay. Okay. Has he worked with Search before? No. This is his, um, first time filling out the paperwork and everything. Okay, so yes, I will recommend speaking with Search and asking them for the confirmation code. Okay. All right. Well, is there anything else we can assist you with today? That's it, honey. Thank you so much. No problem. I hope you have a wonderful rest of your day and thank you for your time today. You too. Thank you. That'll do you?

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today?

Speaker speaker\_2: Yeah, hi. Uh, I filled out a application.

Speaker speaker\_1: Ah, let me look.

Speaker speaker\_2: Yeah.

Speaker speaker\_3: Uh, yes. He filled out a, um, he's trying to register and it's trying to send him a verification code to his email, but every time they send him the code and he put it in, it keeps saying that it's not valid.

Speaker speaker\_1: What are you trying to register for, sir?

Speaker speaker\_3: Um, he's doing it for a job and it's, uh, enroll at Benefitsinacard.com. That's what he's trying to do.

Speaker speaker\_1: Okay, so that's just our website with the benefits of, with the staffing company. Which staffing company is that application for?

Speaker speaker\_3: Uh, Search.

Speaker speaker\_1: Okay. Have you spoken with Search for them to provide you the confirmation code?

Speaker speaker\_3: No.

Speaker speaker\_1: 'Cause you did say he's not getting the code, right?

Speaker speaker\_3: Yeah. It's, it's not letting him get the verification code.

Speaker speaker\_1: I would recommend speaking with Search 'cause the thing is we don't have an account. If he's applying for Search at the moment, our system won't have an account for him for me to look him up in their system.

Speaker speaker\_3: Oh, okay. Okay.

Speaker speaker\_1: Has he worked with Search before?

Speaker speaker\_3: No. This is his, um, first time filling out the paperwork and everything.

Speaker speaker\_1: Okay, so yes, I will recommend speaking with Search and asking them for the confirmation code.

Speaker speaker\_3: Okay.

Speaker speaker\_1: All right. Well, is there anything else we can assist you with today?

Speaker speaker\_3: That's it, honey. Thank you so much.

Speaker speaker\_1: No problem. I hope you have a wonderful rest of your day and thank you for your time today.

Speaker speaker\_3: You too. Thank you.

Speaker speaker\_2: That'll do you?