

Transcript: Francesca

Baez-5524461362659328-5956004191191040

Full Transcript

Thank you for calling Benefits 10 o' Clock. My name is Francesca. How can I assist you today? Hi. Um, I got a text message, um, today, um, saying that I should receive an email about my benefits, um but I haven't- Uh huh. Yeah, go ahead sorry. No, I was just gonna ask though, which staffing company do you work with? 'Cause we have two that are coming on board so we haven't finished uploading all the documents yet to our system. Oh, okay, um- Which is why- It's for North Staffing. North Staffing Group, right? Yes. Yes, ma'am, um, so we do have a couple of the files from their employees already, um, however, we're still waiting to receive the document information for the cer- for the benefits as of right now. Okay. All right, well- That was be the reason why you still haven't received that message, that email, sorry, yes. Okay, so once, um, I'll just receive an email? Yes, ma'am. You should be receiving that email at some point. Um, what I'll go ahead and do is I'll take down your phone number- Okay. ... so that once we do have that information, I can be sure to reach out to you and make sure that we did provide it to you as well. Okay, no problem. What will be a good call back number? It's 470-866-8660. All right, I have it down, 470-866-8660. Yeah, thank you. Of course, my pleasure. As soon as I get that information from them, I'll give you a call back so that we can make sure we have the profile and everything correct in our benefit guide. Okay great, thank you. No problem have a wonderful rest of your day. You too, bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits 10 o' Clock. My name is Francesca. How can I assist you today?

Speaker speaker_1: Hi. Um, I got a text message, um, today, um, saying that I should receive an email about my benefits, um but I haven't-

Speaker speaker_0: Uh huh.

Speaker speaker_1: Yeah, go ahead sorry.

Speaker speaker_0: No, I was just gonna ask though, which staffing company do you work with? 'Cause we have two that are coming on board so we haven't finished uploading all the documents yet to our system.

Speaker speaker_1: Oh, okay, um-

Speaker speaker_0: Which is why-

Speaker speaker_1: It's for North Staffing.

Speaker speaker_0: North Staffing Group, right?

Speaker speaker_1: Yes.

Speaker speaker_0: Yes, ma'am, um, so we do have a couple of the files from their employees already, um, however, we're still waiting to receive the document information for the cer- for the benefits as of right now.

Speaker speaker_1: Okay. All right, well-

Speaker speaker_0: That was be the reason why you still haven't received that message, that email, sorry, yes.

Speaker speaker_1: Okay, so once, um, I'll just receive an email?

Speaker speaker_0: Yes, ma'am. You should be receiving that email at some point. Um, what I'll go ahead and do is I'll take down your phone number-

Speaker speaker_1: Okay.

Speaker speaker_0: ... so that once we do have that information, I can be sure to reach out to you and make sure that we did provide it to you as well.

Speaker speaker_1: Okay, no problem.

Speaker speaker_0: What will be a good call back number?

Speaker speaker_1: It's 470-866-8660.

Speaker speaker_0: All right, I have it down, 470-866-8660.

Speaker speaker_1: Yeah, thank you.

Speaker speaker_0: Of course, my pleasure. As soon as I get that information from them, I'll give you a call back so that we can make sure we have the profile and everything correct in our benefit guide.

Speaker speaker_1: Okay great, thank you.

Speaker speaker_0: No problem have a wonderful rest of your day.

Speaker speaker_1: You too, bye.