

Transcript: Francesca

Baez-5617501221601280-6280881041227776

Full Transcript

Hello, Carl. My name is Francesca. How can I assist you today? Hey. How you doing? Um, I am, uh, going through my onboarding for employment and I am trying to sign up for some benefits. Okay. How can I help you regarding that? Hello, sir. Yes, I'm here. Yes, sir. How can we assist you regarding that? Okay. So, I was interested in dental, um, term life, and, uh, dental term life... and vision. Okay, sir. And what was the purpose of this call? I'm sorry. Are you looking for us to process something, to give you information on something, to help you process something? Okay, I'm sorry. Um, so I am doing my employ- employee onboarding, um, and the section that I'm at is benefits and a card, and it won't allow me to, um, proceed without... It told me to call this number to kind of go verify my, uh, my benefits that I wanted to apply for. So, I don't know if I have to purchase. I don't know if I have to give you my employee number. I don't know how this works. I'm, I'm going through it as well. So, um, do you know anything about that? What's the specific error message that it's giving you right now? Okay. Um... Okay. So it says...

Conversation Format

Speaker speaker_0: Hello, Carl. My name is Francesca. How can I assist you today?

Speaker speaker_1: Hey. How you doing? Um, I am, uh, going through my onboarding for employment and I am trying to sign up for some benefits.

Speaker speaker_0: Okay. How can I help you regarding that? Hello, sir.

Speaker speaker_1: Yes, I'm here.

Speaker speaker_0: Yes, sir. How can we assist you regarding that?

Speaker speaker_1: Okay. So, I was interested in dental, um, term life, and, uh, dental term life... and vision.

Speaker speaker_0: Okay, sir. And what was the purpose of this call? I'm sorry. Are you looking for us to process something, to give you information on something, to help you process something?

Speaker speaker_1: Okay, I'm sorry. Um, so I am doing my employ- employee onboarding, um, and the section that I'm at is benefits and a card, and it won't allow me to, um, proceed without... It told me to call this number to kind of go verify my, uh, my benefits that I wanted to apply for. So, I don't know if I have to purchase. I don't know if I have to give you my employee

number. I don't know how this works. I'm, I'm going through it as well. So, um, do you know anything about that?

Speaker speaker_0: What's the specific error message that it's giving you right now?

Speaker speaker_1: Okay. Um... Okay. So it says...