

Transcript: Franchesca

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Full Transcript

Thank you for calling Benefits ... can I ask which agency? Hi, um, I am calling from WSI and we, uh, use you guys through, like, an Aviance integration. Um, and we have had a couple of people ... sorry, that have had issues with the form. Um, and one of them just said that, like, enrollment wasn't allowed. Um, I was just wondering if you knew why that might be the case or... Bear with me one moment. So the issues are being that the form- Yeah. So- ... is saying that- It says... So they go to complete the form, like, through their Aviance Talent Portal and then they're getting an error that says enrollment not allowed. Um, and then there's this, this phone number is the one that's on there for us to call. Okay. All right, I apologize. I was writing it down. I'm going to place you on a quick hold- Okay. ... um, and see if the specific person that usually handles the Aviant enrollments is here- Yeah. ... to see if maybe they know why that issue's happening- Okay. ... okay? Yeah. No problem. Thank you. Of course. I'll be right back. Please hold. Okay. Thank you so much for holding. Yeah. So currently we are not sure why it's giving them that issue. However, have those members give us a call and we'll be able to process those enrollments with them over the phone instead. Okay. So I guess, do we... Would there be, like, specific instances where somebody wouldn't necessarily be allowed to enroll or something like that? Where, like, if maybe comparing their information and it's not correct or something like that? So on those usual instances, we will get a message informing that specific person that handles the Aviant enrollment about that- Okay. ... enforcement having an issue. But we have not had any error message sent over for WSI, so we're not sure why it's giving them that error message. Okay. I- if I were to give somebody, like, the candidate's information, would they be able to look at it for me? They're just... They're not in the office anymore, is the only reason I ask. No. Because unfortunately, we don't own the Aviant platform. So we're limited to the IT- Well, but this is happening inside, like, the... Right. But this is happening inside of, like, the BIC form. So it's, like, something on BIC's end that Aviante's saying is on their end. Or, like, on your end, I guess, not Aviante's. Because I asked them first. Okay. So at the moment, IT has not had any reported issues. Right, and it's not, like, a widespread thing. It was just for this one person. So we're wondering if there's, like, something with their information or something like that that we would receive that error. But we... Like, Aviante doesn't have any issues with it, um, and they're saying that this specific issue was on your end and to call this number basically. So at that point, the only thing I can really offer is to maybe ask IT to look into that specific person. Apart from that, they said that we don't have any issues that have been reported through the system at WSI. Okay. Yeah. Would... I mean, can I talk to somebody in IT that would be able to look into that? I guess we've just... We've gotten it a couple of times but just kind of intermittently. Um, and not today but just in general since we rolled BIC out. So if I could talk to somebody that would be able to look into it further, that would be really helpful. Unfortunately, no, we don't have anyone

speaking with IT. Per company policy, IT doesn't speak with anyone over the phone. Okay. Is there anyone that I can talk to that would be able to look into it a little bit further for me? No, ma'am. The only thing that Benefits 10-0 Company can offer you currently is for me to take that information down and pass it along to them. So there wouldn't-

Conversation Format

Speaker speaker_0: Thank you for calling Benefits ... can I ask which agency?

Speaker speaker_1: Hi, um, I am calling from WSI and we, uh, us- use you guys through, like, an Aviance integration. Um, and we have had a couple of people ... sorry, that have had issues with the form. Um, and one of them just said that, like, enrollment wasn't allowed. Um, I was just wondering if you knew why that might be the case or...

Speaker speaker_0: Bear with me one moment. So the issues are being that the form-

Speaker speaker_1: Yeah. So-

Speaker speaker_0: ... is saying that-

Speaker speaker_1: It says... So they go to complete the form, like, through their Aviance Talent Portal and then they're getting an error that says enrollment not allowed. Um, and then there's this, this phone number is the one that's on there for us to call.

Speaker speaker_0: Okay. All right, I apologize. I was writing it down. I'm going to place you on a quick hold-

Speaker speaker_1: Okay.

Speaker speaker_0: ... um, and see if the specific person that usually handles the Aviant enrollments is here-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... to see if maybe they know why that issue's happening-

Speaker speaker_1: Okay.

Speaker speaker_0: ... okay?

Speaker speaker_1: Yeah. No problem. Thank you.

Speaker speaker_0: Of course. I'll be right back. Please hold.

Speaker speaker_1: Okay.

Speaker speaker_0: Thank you so much for holding.

Speaker speaker_1: Yeah.

Speaker speaker_0: So currently we are not sure why it's giving them that issue. However, have those members give us a call and we'll be able to process those enrollments with them over the phone instead.

Speaker speaker_1: Okay. So I guess, do we... Would there be, like, specific instances where somebody wouldn't necessarily be allowed to enroll or something like that? Where, like, if maybe comparing their information and it's not correct or something like that?

Speaker speaker_0: So on those usual instances, we will get a message informing that specific person that handles the Aviant enrollment about that-

Speaker speaker_1: Okay.

Speaker speaker_0: ... enforcement having an issue. But we have not had any error message sent over for WSI, so we're not sure why it's giving them that error message.

Speaker speaker_1: Okay. I- if I were to give somebody, like, the candidate's information, would they be able to look at it for me? They're just... They're not in the office anymore, is the only reason I ask.

Speaker speaker_0: No. Because unfortunately, we don't own the Aviant platform. So we're limited to the IT-

Speaker speaker_1: Well, but this is happening inside, like, the... Right. But this is happening inside of, like, the BIC form. So it's, like, something on BIC's end that Aviante's saying is on their end. Or, like, on your end, I guess, not Aviante's. Because I asked them first.

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Speaker speaker_0: So at that point, the only thing I can really offer is to maybe ask IT to look into that specific person. Apart from that, they said that we don't have any issues that have been reported through the system at WSI.

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