

Transcript: Francesca

Baez-5877515830378496-4917866893361152

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits ... my name is Francesca. How can I assist you today? Oh, I don't know. I got, I got this number in a text saying to call y'all. Um, but I do need to change my, uh, my, uh, direct deposit. Okay. I apologize, sir. So we're the account administrators for the health benefits the staffing company offers their employees. Oh, okay. I believe your text message had to do with some type of open enrollment depending on the staffing company you're with. Yeah. It's probably because Keisha or Nash or Keisha Nash or something. Okay. Thank you. No problem, sir. I'll- Sorry about that. You're welcome. All right. Thank you. That's okay. Have a-

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits ... my name is Francesca. How can I assist you today?

Speaker speaker_2: Oh, I don't know. I got, I got this number in a text saying to call y'all. Um, but I do need to change my, uh, my, uh, direct deposit.

Speaker speaker_1: Okay. I apologize, sir. So we're the account administrators for the health benefits the staffing company offers their employees.

Speaker speaker_2: Oh, okay.

Speaker speaker_1: I believe your text message had to do with some type of open enrollment depending on the staffing company you're with.

Speaker speaker_2: Yeah. It's probably because Keisha or Nash or Keisha Nash or something. Okay. Thank you.

Speaker speaker_1: No problem, sir. I'll-

Speaker speaker_2: Sorry about that.

Speaker speaker_1: You're welcome.

Speaker speaker_2: All right. Thank you.

Speaker speaker_1: That's okay. Have a-