

Transcript: Francesca

Baez-6093043337740288-5326618549501952

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling BenefitWell- Hello. ... Company. This is Francesca, how can I assist you today? Uh, I had a missed call from this number. So it would have been an automated system that made the call, not one of us agents. Do you work with a staffing company? Yes, I do. It's just about insurance enrollment. I'm not sure, sir. I have to look more into it. What staffing company do you work with? Uh, American Staff Corp, Claymore, Oklahoma. So it could be either or, um, it could be... in regards to the company open enrollment period that's ending on the 20th. Or it could be- Uh-huh. ... if you started recently working with a new assignment that is in regards to your personal enrollment period. Uh, so I've... s- s- kind of both. I just started a new assignment, but I've been here for a couple of months now and this is my first assignment with, uh, that staff agency. Okay. So their system was the one that made the call. We don't have a way to, for sure, advise you whether or not the call was in regards to that. Uh-huh. You know, it's an automated system was the one that made the call. Okay. So... So you'd I- Go ahead. I was just gonna ask if you were looking to enroll into coverage with them? Um, yes, I do. Uh, I need to wait until later on, I get home and talk to my wife about everything. Uh, but is this the number that I call back? Yes, sir. Okay. All right. We'll be open till 8:00 PM Eastern Time. Awesome, thank you. My pleasure. Have a wonderful- Bye. ... rest of your day. You too. Thank you. Bye. Bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling BenefitWell-

Speaker speaker_2: Hello.

Speaker speaker_1: ... Company. This is Francesca, how can I assist you today?

Speaker speaker_2: Uh, I had a missed call from this number.

Speaker speaker_1: So it would have been an automated system that made the call, not one of us agents. Do you work with a staffing company?

Speaker speaker_2: Yes, I do. It's just about insurance enrollment.

Speaker speaker_1: I'm not sure, sir. I have to look more into it. What staffing company do you work with?

Speaker speaker_2: Uh, American Staff Corp, Claymore, Oklahoma.

Speaker speaker_1: So it could be either or, um, it could be... in regards to the company open enrollment period that's ending on the 20th. Or it could be-

Speaker speaker_2: Uh-huh.

Speaker speaker_1: ... if you started recently working with a new assignment that is in regards to your personal enrollment period.

Speaker speaker_2: Uh, so I've... s- s- kind of both. I just started a new assignment, but I've been here for a couple of months now and this is my first assignment with, uh, that staff agency.

Speaker speaker_1: Okay. So their system was the one that made the call. We don't have a way to, for sure, advise you whether or not the call was in regards to that.

Speaker speaker_2: Uh-huh.

Speaker speaker_1: You know, it's an automated system was the one that made the call.

Speaker speaker_2: Okay. So...

Speaker speaker_1: So you'd I-

Speaker speaker_2: Go ahead.

Speaker speaker_1: I was just gonna ask if you were looking to enroll into coverage with them?

Speaker speaker_2: Um, yes, I do. Uh, I need to wait until later on, I get home and talk to my wife about everything. Uh, but is this the number that I call back?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Okay.

Speaker speaker_1: All right. We'll be open till 8:00 PM Eastern Time.

Speaker speaker_2: Awesome, thank you.

Speaker speaker_1: My pleasure. Have a wonderful-

Speaker speaker_2: Bye.

Speaker speaker_1: ... rest of your day.

Speaker speaker_2: You too. Thank you. Bye.

Speaker speaker_1: Bye.