

## **Transcript: Franchesca**

**Baez-6254491748220928-6353822396399616**

### **Full Transcript**

Your call- Hello. ... may be monitored or recorded for quality assurance purposes. This is Francesca at Benefits in a Car. Hello. Yes, hello. Good afternoon. My name is Francesca at Benefits in a Car, calling to speak with Mr. Dio on behalf of Search Staffing. There. Yes, sir. I'm calling back in regards to a text message that was sent to you on August 19th. Um, for some reason, you replied back last Thursday that you needed help. Yeah, I, I... Last Tuesday? Yes, sir. How can we assist you? Yeah. Hello? Yes, sir. Once again, you replied to the text message saying, "Hi. I need help," and we're calling back to see which type of help you were looking for. Yeah, I'm looking for a job. I need a help. Okay. So unfortunately, you have to speak with Search Staffing directly. That text message that you received back in August was just in regards- ... to insurance. So you need to- Yeah. ... speak with Search directly in regards to a job. Replying back to those text messages won't assist you in that, since the text message was in regards to medical insurance. Yeah. Yes, sir. Now, was there anything else that we can assist you with today? Yeah, I'm here. Any- anything, anything. Anything. Okay. I think you're not understanding, sir. We cannot help you with a job. You need to speak with Search directly, sir. We only handle the medical- I- ... insurance, like dental- I- ... vision, medical. Medical? Yes, sir. We don't do jobs. We only do the medical insurance, the health benefits. Yeah. Yes. So, since you're looking for a job, you need to call Search directly, sir. Search? Yes, sir. You have to call Search directly. Okay, no problem. You, you know have... I called you. You have a job- No, sir. ... for me or no? No, sir. Once again, we do not offer jobs. We help with the health benefits, the health insurance. Benefits. Oh, okay. Yes. You have to call the staffing for a job. Mm-hmm. A staffing. Okay, now, I have application and staff it. Yes, sir. You have to call the staffing and put the application with the staffing for the jobs, okay? Okay, no problem. All right. I hope you have a wonderful rest of your day. Thank you for your time. Okay, ma'am.

### **Conversation Format**

Speaker speaker\_0: Your call-

Speaker speaker\_1: Hello.

Speaker speaker\_0: ... may be monitored or recorded for quality assurance purposes.

Speaker speaker\_2: This is Francesca at Benefits in a Car.

Speaker speaker\_1: Hello.

Speaker speaker\_2: Yes, hello. Good afternoon. My name is Francesca at Benefits in a Car, calling to speak with Mr. Dio on behalf of Search Staffing.

Speaker speaker\_1: There.

Speaker speaker\_2: Yes, sir. I'm calling back in regards to a text message that was sent to you on August 19th. Um, for some reason, you replied back last Thursday that you needed help.

Speaker speaker\_1: Yeah, I, I... Last Tuesday?

Speaker speaker\_2: Yes, sir. How can we assist you?

Speaker speaker\_1: Yeah. Hello?

Speaker speaker\_2: Yes, sir. Once again, you replied to the text message saying, "Hi. I need help," and we're calling back to see which type of help you were looking for.

Speaker speaker\_1: Yeah, I'm looking for a job. I need a help.

Speaker speaker\_2: Okay. So unfortunately, you have to speak with Search Staffing directly. That text message that you received back in August was just in regards- ... to insurance. So you need to-

Speaker speaker\_1: Yeah.

Speaker speaker\_2: ... speak with Search directly in regards to a job. Replying back to those text messages won't assist you in that, since the text message was in regards to medical insurance.

Speaker speaker\_1: Yeah.

Speaker speaker\_2: Yes, sir. Now, was there anything else that we can assist you with today?

Speaker speaker\_1: Yeah, I'm here. Any- anything, anything. Anything.

Speaker speaker\_2: Okay. I think you're not understanding, sir. We cannot help you with a job. You need to speak with Search directly, sir. We only handle the medical-

Speaker speaker\_1: I-

Speaker speaker\_2: ... insurance, like dental-

Speaker speaker\_1: I-

Speaker speaker\_2: ... vision, medical.

Speaker speaker\_1: Medical?

Speaker speaker\_2: Yes, sir. We don't do jobs. We only do the medical insurance, the health benefits.

Speaker speaker\_1: Yeah.

Speaker speaker\_2: Yes. So, since you're looking for a job, you need to call Search directly, sir.

Speaker speaker\_1: Search?

Speaker speaker\_2: Yes, sir. You have to call Search directly.

Speaker speaker\_1: Okay, no problem. You, you know have... I called you. You have a job-

Speaker speaker\_2: No, sir.

Speaker speaker\_1: ... for me or no?

Speaker speaker\_2: No, sir. Once again, we do not offer jobs. We help with the health benefits, the health insurance.

Speaker speaker\_1: Benefits. Oh, okay.

Speaker speaker\_2: Yes. You have to call the staffing for a job.

Speaker speaker\_1: Mm-hmm. A staffing. Okay, now, I have application and staff it.

Speaker speaker\_2: Yes, sir. You have to call the staffing and put the application with the staffing for the jobs, okay?

Speaker speaker\_1: Okay, no problem.

Speaker speaker\_2: All right. I hope you have a wonderful rest of your day. Thank you for your time.

Speaker speaker\_1: Okay, ma'am.