

Transcript: Francesca

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Full Transcript

... for calling back . Your name is Francesca. How can I assist you today? Yeah, I was calling about the, um... I was calling to see if I'm enrolled into the, uh, medical benefits packages and the dental benefits packages. Um- Okay, what staffing company do you work with? Surge. What are the last four of your Social? 9338. And your last name? Scott, S-C-O-T-T. Are you a junior? Yes, ma'am. First name, Donald? Yes, ma'am. All right, and then lastly, to make sure it is the right account, could you verify your mailing address for me and then your date of birth? Uh, mailing address is 1050 South Highland Avenue, Georgiana, Alabama 36033. And my date of birth is October 10, the date 19th, 1989 is the year. All right, I have the same phone number as you call in as the best to contact. Actually, no, it's different now that I look at it. We had it down as 334-453-1887. Is that still correct? No, ma'am. No, ma'am, it's a different number. Should I call it to what caller ID shows, 251-263-1994? Yes, ma'am, that's correct. And then my last thing to confirm will be the email that we have down as l-a-n-o-d-t-o-c-s@gmail.com. No, ma'am, it's a different... It's a d- Would you like to update it? Yes, ma'am. Go ahead. The letter M-W-A-Y, the numbers eight, three, zero, two, four at gmail. I have mway83024@gmail.com? Yes, ma'am. So Mr. Scott, at the moment, you are not active in any coverage with Surge Tapping. Okay, uh, h- can I... I'd like to enroll. Okay. So I'll have to go ahead and send an elig- an eligibility review, sorry, to the front office to make sure that you're eligible for coverage. That's gonna take roughly 24 to 48 business hours. Mm-hmm. If you like, while we wait, I can send you a copy of their benefit guide. Um, you mean like through the mail? Yes, sir. Through your email. Through email? Okay, that's fine. All right. And then as soon as I hear back from the front office, I'll go ahead and give you a call back. Is there a specific timeframe where it might be hard for me to get a hold of you? Uh, yes, anytime after five o'clock 'cause I'm headed to work. Um, I'm up pretty much, uh, say, around 12 o'clock, between 12:00 and 5:00, you can reach me best. All right, 12:00 and 5:00. Well, 12:00... Between 12:00 and 4:00. 12:00 and 4:00, understood. In the unlikely event that I'm u- unable to speak with you, I'll make sure to send you an email as well. I just got the benefits guide email. All right, great. Okay, so the last thing to do is just to wait for them to get back with me and I'll give you a call back as soon as I hear from them, okay? All right. Thank you so much for your time. Have a great day. Hey, hey. Mm-hmm. If, uh... Can you leave a note... Can you leave a note on the account? If I don't answer to, uh, leave a... leave me a voicemail. Of course. And I'll give y- I'll give y'all a call back whenever I wake up 'cause I'm, I'm sleep during... Understood. I work during the evening that's why I sleep during the day. Oh. Okay. So if I don't answer, I'll give y'all a call back when I wake up at 4:00. Understood. I'll make sure to lea- um, to also leave that note separately for the night team since at 5:00 we usually switch shifts to let them also be aware of that, okay? Okay, well, wh- whenever y'all will be getting me the call back for- Mm-hmm. ... whenever y'all find out what's good with the

info. Understood. All right, appreciate you. Thank you, sir. Thank you for your time and letting me assist you. Have a great day. You do the same.

Conversation Format

Speaker speaker_0: ... for calling back . Your name is Francesca. How can I assist you today?

Speaker speaker_1: Yeah, I was calling about the, um... I was calling to see if I'm enrolled into the, uh, medical benefits packages and the dental benefits packages. Um-

Speaker speaker_0: Okay, what staffing company do you work with?

Speaker speaker_1: Surge.

Speaker speaker_0: What are the last four of your Social?

Speaker speaker_1: 9338.

Speaker speaker_0: And your last name?

Speaker speaker_1: Scott, S-C-O-T-T.

Speaker speaker_0: Are you a junior?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: First name, Donald?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: All right, and then lastly, to make sure it is the right account, could you verify your mailing address for me and then your date of birth?

Speaker speaker_1: Uh, mailing address is 1050 South Highland Avenue, Georgiana, Alabama 36033. And my date of birth is October 10, the date 19th, 1989 is the year.

Speaker speaker_0: All right, I have the same phone number as you call in as the best to contact. Actually, no, it's different now that I look at it. We had it down as 334-453-1887. Is that still correct?

Speaker speaker_1: No, ma'am. No, ma'am, it's a different number.

Speaker speaker_0: Should I call it to what caller ID shows, 251-263-1994?

Speaker speaker_1: Yes, ma'am, that's correct.

Speaker speaker_0: And then my last thing to confirm will be the email that we have down as l-a-n-o-d-t-o-c-s@gmail.com.

Speaker speaker_1: No, ma'am, it's a different... It's a d-

Speaker speaker_0: Would you like to update it?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Go ahead.

Speaker speaker_1: The letter M-W-A-Y, the numbers eight, three, zero, two, four at gmail.

Speaker speaker_0: I have mway83024@gmail.com?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: So Mr. Scott, at the moment, you are not active in any coverage with Surge Tapping.

Speaker speaker_1: Okay, uh, h- can I... I'd like to enroll.

Speaker speaker_0: Okay. So I'll have to go ahead and send an elig- an eligibility review, sorry, to the front office to make sure that you're eligible for coverage. That's gonna take roughly 24 to 48 business hours.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: If you like, while we wait, I can send you a copy of their benefit guide.

Speaker speaker_1: Um, you mean like through the mail?

Speaker speaker_0: Yes, sir. Through your email.

Speaker speaker_1: Through email? Okay, that's fine.

Speaker speaker_0: All right. And then as soon as I hear back from the front office, I'll go ahead and give you a call back. Is there a specific timeframe where it might be hard for me to get a hold of you?

Speaker speaker_1: Uh, yes, anytime after five o'clock 'cause I'm headed to work. Um, I'm up pretty much, uh, say, around 12 o'clock, between 12:00 and 5:00, you can reach me best.

Speaker speaker_0: All right, 12:00 and 5:00.

Speaker speaker_1: Well, 12:00... Between 12:00 and 4:00.

Speaker speaker_0: 12:00 and 4:00, understood. In the unlikely event that I'm u- unable to speak with you, I'll make sure to send you an email as well.

Speaker speaker_1: I just got the benefits guide email.

Speaker speaker_0: All right, great. Okay, so the last thing to do is just to wait for them to get back with me and I'll give you a call back as soon as I hear from them, okay?

Speaker speaker_1: All right.

Speaker speaker_0: Thank you so much for your time. Have a great day.

Speaker speaker_1: Hey, hey.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: If, uh... Can you leave a note... Can you leave a note on the account? If I don't answer to, uh, leave a... leave me a voicemail.

Speaker speaker_0: Of course.

Speaker speaker_1: And I'll give y- I'll give y'all a call back whenever I wake up 'cause I'm, I'm sleep during...

Speaker speaker_0: Understood.

Speaker speaker_1: I work during the evening that's why I sleep during the day.

Speaker speaker_0: Oh. Okay.

Speaker speaker_1: So if I don't answer, I'll give y'all a call back when I wake up at 4:00.

Speaker speaker_0: Understood. I'll make sure to leave a note, to also leave that note separately for the night team since at 5:00 we usually switch shifts to let them also be aware of that, okay?

Speaker speaker_1: Okay, well, whenever y'all will be getting me the call back for-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... whenever y'all find out what's good with the info.

Speaker speaker_0: Understood.

Speaker speaker_1: All right, appreciate you.

Speaker speaker_0: Thank you, sir. Thank you for your time and letting me assist you. Have a great day.

Speaker speaker_1: You do the same.