Transcript: Franchesca Baez-6570239014387712-5959678811619328

Full Transcript

Hi, this is Jessica. How can I assist you today? Hi, I am calling to see if I can get my cards emailed to me. What staffing company do you work with? Uh, WSI. What are the last four of your Social? 2897. Can you verify your mailing address and date of birth to make sure I have the right account in front of me? Uh, 1267 Avenue A, Lot 22, Springfield, Michigan. Uh, and my birthday? Yes, sir. 07/15/'94. When you said Avenue A, was that A as in the letter Apple? Yep. We have a best run number to reach you down as 269-565-5327, same as the one you called on. Yep. Was the email rn073322@gmail.com? Yes, it is. I'll have to see, Mr. Nelson, whether or not your benefit cards are ready due to the fact that you just became effective this Monday. Yeah. So this, today was when they first received all your information and started creating those policy numbers and benefit cards. All right. Nine out of 10, they usually are not ready at this point. I'm gonna place you in a quick hold to double check. All right. Please hold. All right, will do. Watch this, watch this. Watch this. Hey, hey, hey. Hey, hey, hey. That's it. Thank you. Get back, dummies. Okay. Yeah. I'm good. Now, Monday, today is Monday. Monday. Thank you so much for holding, Mr. Nelson. Unfortunately, those virtual cards are not yet available for me. I have sent a message out to the front office maybe they can get them for me. It will take 24 to 48 hours for them to get back at me. Oh, that's fine. I will just need them before Wednesday. Understood. Is there anything else I can assist you with today? Uh, nope, that should be it. Well, I hope you have a wonderful rest of your day. Thank you for your time, and I will be giving you that call back as soon as they send them to me. All right, thank you. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: Hi, this is Jessica. How can I assist you today?

Speaker speaker_1: Hi, I am calling to see if I can get my cards emailed to me.

Speaker speaker_0: What staffing company do you work with?

Speaker speaker_1: Uh, WSI.

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

Speaker speaker_1: 2897.

Speaker speaker_0: Can you verify your mailing address and date of birth to make sure I have the right account in front of me?

Speaker speaker_1: Uh, 1267 Avenue A, Lot 22, Springfield, Michigan. Uh, and my birthday?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: 07/15/'94.

Speaker speaker_0: When you said Avenue A, was that A as in the letter Apple?

Speaker speaker_1: Yep.

Speaker speaker_0: We have a best run number to reach you down as 269-565-5327, same as the one you called on.

Speaker speaker_1: Yep.

Speaker speaker_0: Was the email rn073322@gmail.com?

Speaker speaker_1: Yes, it is.

Speaker speaker_0: I'll have to see, Mr. Nelson, whether or not your benefit cards are ready due to the fact that you just became effective this Monday.

Speaker speaker_1: Yeah.

Speaker speaker_0: So this, today was when they first received all your information and started creating those policy numbers and benefit cards.

Speaker speaker_1: All right.

Speaker speaker_0: Nine out of 10, they usually are not ready at this point. I'm gonna place you in a quick hold to double check.

Speaker speaker_1: All right.

Speaker speaker_0: Please hold.

Speaker speaker_1: All right, will do. Watch this, watch this. Watch this. Hey, hey, hey. Hey, hey, hey. That's it. Thank you. Get back, dummies. Okay. Yeah. I'm good. Now, Monday, today is Monday. Monday.

Speaker speaker_0: Thank you so much for holding, Mr. Nelson. Unfortunately, those virtual cards are not yet available for me. I have sent a message out to the front office maybe they can get them for me. It will take 24 to 48 hours for them to get back at me.

Speaker speaker_1: Oh, that's fine. I will just need them before Wednesday.

Speaker speaker_0: Understood. Is there anything else I can assist you with today?

Speaker speaker_1: Uh, nope, that should be it.

Speaker speaker_0: Well, I hope you have a wonderful rest of your day. Thank you for your time, and I will be giving you that call back as soon as they send them to me.

Speaker speaker_1: All right, thank you.

Speaker speaker_0: Bye-bye.

Speaker speaker_1: Bye.