

Transcript: Francesca

Baez-6672184112627712-6593774250147840

Full Transcript

Good afternoon. My name is Francesca. How can I help you? Hi, Francesca. I'm calling to check and see if my benefits have been, uh, approved yet? I'm sorry? I'm calling to check and see if my benefits are active yet. Oh, okay. What staffing company do you work with? Um, The Resource. What are the last four of your Social? 8132. And your last name, please? Jenkins. J-E-N-K-I-N-S. Please verify your mailing address and your date of birth to make sure I'm in the right account. 1959 Century Point Lane, Winston-Salem, North Carolina 27127. Please show the best number to reach you down as 336-521-0681. Yes, ma'am. We have your email down as zjenkins52@yahoo.com. Yes, ma'am. Now, sir, currently we're still waiting for the first deduction to be made for the benefits to be activated. They haven't been received yet so it's not active as of yet. Is there a limit? I had a... I started the work week towards the end, so is there a specific limit that you're looking for, an amount, before it is active? No, sir. So we don't have any access to your pay stub. We only process the enrollment. Your staffing company system is the one that takes the deduction out. Once we process the enrollment, their system is supposed to deduct it. There are many factors that could cause why the system does not make the deduction. Unfortunately, we wouldn't know why. All right. Well, that's all I was calling to check. Understood. All right, thank you. My pleasure. Have a wonderful rest of your day. You as well.

Conversation Format

Speaker speaker_0: Good afternoon. My name is Francesca. How can I help you?

Speaker speaker_1: Hi, Francesca. I'm calling to check and see if my benefits have been, uh, approved yet?

Speaker speaker_0: I'm sorry?

Speaker speaker_1: I'm calling to check and see if my benefits are active yet.

Speaker speaker_0: Oh, okay. What staffing company do you work with?

Speaker speaker_1: Um, The Resource.

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

Speaker speaker_1: 8132.

Speaker speaker_0: And your last name, please?

Speaker speaker_1: Jenkins. J-E-N-K-I-N-S.

Speaker speaker_0: Please verify your mailing address and your date of birth to make sure I'm in the right account.

Speaker speaker_1: 1959 Century Point Lane, Winston-Salem, North Carolina 27127.

Speaker speaker_0: Please show the best number to reach you down as 336-521-0681.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: We have your email down as zjenkins52@yahoo.com.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Now, sir, currently we're still waiting for the first deduction to be made for the benefits to be activated. They haven't been received yet so it's not active as of yet.

Speaker speaker_1: Is there a limit? I had a... I started the work week towards the end, so is there a specific limit that you're looking for, an amount, before it is active?

Speaker speaker_0: No, sir. So we don't have any access to your pay stub. We only process the enrollment. Your staffing company system is the one that takes the deduction out. Once we process the enrollment, their system is supposed to deduct it. There are many factors that could cause why the system does not make the deduction. Unfortunately, we wouldn't know why.

Speaker speaker_1: All right. Well, that's all I was calling to check.

Speaker speaker_0: Understood.

Speaker speaker_1: All right, thank you.

Speaker speaker_0: My pleasure. Have a wonderful rest of your day.

Speaker speaker_1: You as well.