

Transcript: Franchesca

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Benefic-- My name is Francesca. How can I assist you today? I'm good. What about you? Yes, sir. How can I assist you today? Yeah, my name is Traven Visag. I'm calling you because I, I want to know, uh, ho-how can, how can, how can you do, how can you do to find the, the, the, the money, please? You're having issues with your paycheck, sir? Yes. Because I don't have- You have to speak with your staffing company, sir. So- We only handle the insurance. I'm sorry. Oh. Do you... Okay. You, you change, you change the, the position? No, sir. You're calling Beneficena Card. We're not the staffing company, so you have to speak with your staffing company in regards to your paycheck. We don't have access to it. Oh. Okay. Yes, sir. You can't... You, you cannot help me for, for that? No, sir. Once again, because we're not your employee, we're not the staffing company. We do not have access to your paycheck. We cannot assist you with it. We only handle the health insurance. You need to speak with your staffing company, sir. Yeah. Excuse me, sir. Could you give me phone number, the, the staffing firm? We don't have it, sir, 'cause we work with more than one staffing company. So we don't have any of the staffing companies' phone number. I'm sorry. Okay. Okay. Thank you, sir. Have a, have a good night. Thank you. You too. I'm sorry. Bye.

Conversation Format

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

Speaker speaker_1: Benefic-- My name is Francesca. How can I assist you today?

Speaker speaker_2: I'm good. What about you?

Speaker speaker_1: Yes, sir. How can I assist you today?

Speaker speaker_2: Yeah, my name is Traven Visag. I'm calling you because I, I want to know, uh, ho- how can, how can, how can you do, how can you do to find the, the, the, the money, please?

Speaker speaker_1: You're having issues with your paycheck, sir?

Speaker speaker_2: Yes. Because I don't have-

Speaker speaker_1: You have to speak with your staffing company, sir.

Speaker speaker_2: So-

Speaker speaker_1: We only handle the insurance. I'm sorry.

Speaker speaker_2: Oh. Do you... Okay. You, you change, you change the, the position?

Speaker speaker_1: No, sir. You're calling Beneficena Card. We're not the staffing company, so you have to speak with your staffing company in regards to your paycheck. We don't have access to it.

Speaker speaker_2: Oh. Okay.

Speaker speaker_1: Yes, sir.

Speaker speaker_2: You can't... You, you cannot help me for, for that?

Speaker speaker_1: No, sir. Once again, because we're not your employee, we're not the staffing company. We do not have access to your paycheck. We cannot assist you with it. We only handle the health insurance. You need to speak with your staffing company, sir.

Speaker speaker_2: Yeah. Excuse me, sir. Could you give me phone number, the, the staffing firm?

Speaker speaker_1: We don't have it, sir, 'cause we work with more than one staffing company. So we don't have any of the staffing companies' phone number. I'm sorry.

Speaker speaker_2: Okay. Okay. Thank you, sir. Have a, have a good night.

Speaker speaker_1: Thank you. You too. I'm sorry.

Speaker speaker_2: Bye.