

Transcript: Justin

Mills-5760750654242816-5382908019916800

Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Uh, yes. My name's Rebecca Miller, and, uh, I tried to log into the account, and it said to call this number. Were you trying to enroll, or what were you trying to do? No, couldn't enroll. Uh, really just, my son was trying to get on as a dependent, and he was trying to get into the Teladoc system. Into the Teladoc system? Okay. Um, what's the staffing agency you work for? Uh, Oxford Global. And the last four of your social? 2423. Hm. And for security purposes, could you verify your home address, including city, state and zip code, Ms. Miller? Uh, 4110 Tecumseh Street, High Point, North Carolina, 27265. And your date of birth? 5/29/58. And a good telephone number I have is 336-986-4604? Correct. And the email I have is rmill595@aol? That's correct. Okay, so let's see here. So you stated you went to the website and it was giving you an error message, you said? Yeah, it says that, "Your account is disabled," and call this number. All right. One second. And that was for the Virtual Primary Care account, correct? Yeah. Okay. Let me see, 'cause I may have to message my IT department. Do you mind if I place you on a brief hold for a second? That's fine. Okay. Hello, Rebecca, you still there? I am. Awesome, thank you so much for holding. So I did receive, uh... Or I wa- I was messaging the IT department. Um, my IT department went in and reset the account, or re-reset the account for you, so you should be able to log in now. Okay. And I'll stay on the- You want me to try? Yeah, you should try it. Okay. I'm on the phone with you. Okay. Hang on one second. Okay. Okay. Okay, I'm in. Awesome. Well, is there anything else I could assist you with today, Rebecca? No, that'll be all. Thank you so much. You're welcome. You have a great day, okay? You too. All right, I'm gonna bye. All right, bye-buh-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. This is Justin. How can I help you today?

Speaker speaker_1: Uh, yes. My name's Rebecca Miller, and, uh, I tried to log into the account, and it said to call this number.

Speaker speaker_0: Were you trying to enroll, or what were you trying to do?

Speaker speaker_1: No, couldn't enroll. Uh, really just, my son was trying to get on as a dependent, and he was trying to get into the Teladoc system.

Speaker speaker_0: Into the Teladoc system? Okay. Um, what's the staffing agency you work for?

Speaker speaker_1: Uh, Oxford Global.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: 2423.

Speaker speaker_0: Hm. And for security purposes, could you verify your home address, including city, state and zip code, Ms. Miller?

Speaker speaker_1: Uh, 4110 Tecumseh Street, High Point, North Carolina, 27265.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: 5/29/58.

Speaker speaker_0: And a good telephone number I have is 336-986-4604?

Speaker speaker_1: Correct.

Speaker speaker_0: And the email I have is rmill595@aol?

Speaker speaker_1: That's correct.

Speaker speaker_0: Okay, so let's see here. So you stated you went to the website and it was giving you an error message, you said?

Speaker speaker_1: Yeah, it says that, "Your account is disabled," and call this number.

Speaker speaker_0: All right. One second. And that was for the Virtual Primary Care account, correct?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. Let me see, 'cause I may have to message my IT department. Do you mind if I place you on a brief hold for a second?

Speaker speaker_1: That's fine.

Speaker speaker_0: Okay. Hello, Rebecca, you still there?

Speaker speaker_1: I am.

Speaker speaker_0: Awesome, thank you so much for holding. So I did receive, uh... Or I was messaging the IT department. Um, my IT department went in and reset the account, or re-reset the account for you, so you should be able to log in now.

Speaker speaker_1: Okay.

Speaker speaker_0: And I'll stay on the-

Speaker speaker_1: You want me to try?

Speaker speaker_0: Yeah, you should try it.

Speaker speaker_1: Okay.

Speaker speaker_0: I'm on the phone with you.

Speaker speaker_1: Okay. Hang on one second.

Speaker speaker_0: Okay.

Speaker speaker_1: Okay. Okay, I'm in.

Speaker speaker_0: Awesome. Well, is there anything else I could assist you with today, Rebecca?

Speaker speaker_1: No, that'll be all. Thank you so much.

Speaker speaker_0: You're welcome. You have a great day, okay?

Speaker speaker_1: You too. All right, I'm gonna bye.

Speaker speaker_0: All right, bye-buh-bye.