

Transcript: Justin

Mills-6440977269178368-6619474264506368

Full Transcript

Good morning. This is Justin. How can I help you today? Hi. Yes. I'm calling because, um, I was told that there is a mistake made on my date of birth because I'm trying to log in, um, online but it's not letting me because, uh, my date of birth is incorrect. Okay. Um, what's the staffing agency you work for? Uh, AgiForce. And the last four of your social? 4414. And your first and last name? Isabel Hernandez. And for security purposes, can you verify your home address, including city, state and zip code, Isabel? 108 Reed Road, Bristol, Tennessee 37620. And confirm your date of birth? 09/22/02. 09/22/02, okay. Because we had 09/02/02. Yeah. Updated that. And a good telephone number I have is 575-888-0836? Yes. And the email I have was I-S-A-H-R-N-D-Z2002@gmail? Yes. Okay. Um, so let's see here. Were you trying to obtain ID cards or something like that whenever you tried to log in? Um, no. I was just, um, trying to, like, register on the online. Okay. You were just trying to register online, okay. Um, so let's see. So let... So what I'll go ahead and do, I'll email my IT department and let them know that you were having issues, uh, logging in due to your date of birth being wrong. And let them know I updated it in our system, to see if they can, uh, reset the account to see if they could, uh, let you log in through that way once the account's reset. Okay. Okay. And then I can give you a call back once I do receive word back. All right. That sounds good. Okay. Um, but as of right now you are currently active in the coverage, your dental and your visi- or dental and your medical. Um, you became active as of last Monday, the 17th. So you should receive physical ID cards within the next few days, okay? Okay. All right. Okay. Thank you so much. You're welcome. Is there anything else I could assist you with today? No. That was it. Awesome. So like I said, once I do receive word back, I'll give you that call back, okay? All right. Thank you so much. You're welcome. You have a great day, all right? You too. All right. Bye-bye. Bye-bye.

Conversation Format

Speaker speaker_0: Good morning. This is Justin. How can I help you today?

Speaker speaker_1: Hi. Yes. I'm calling because, um, I was told that there is a mistake made on my date of birth because I'm trying to log in, um, online but it's not letting me because, uh, my date of birth is incorrect.

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

Speaker speaker_1: Uh, AgiForce.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: 4414.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Isabel Hernandez.

Speaker speaker_0: And for security purposes, can you verify your home address, including city, state and zip code, Isabel?

Speaker speaker_1: 108 Reed Road, Bristol, Tennessee 37620.

Speaker speaker_0: And confirm your date of birth?

Speaker speaker_1: 09/22/02.

Speaker speaker_0: 09/22/02, okay. Because we had 09/02/02.

Speaker speaker_1: Yeah.

Speaker speaker_0: Updated that. And a good telephone number I have is 575-888-0836?

Speaker speaker_1: Yes.

Speaker speaker_0: And the email I have was I-S-A-H-R-N-D-Z2002@gmail?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Um, so let's see here. Were you trying to obtain ID cards or something like that whenever you tried to log in?

Speaker speaker_1: Um, no. I was just, um, trying to, like, register on the online.

Speaker speaker_0: Okay. You were just trying to register online, okay. Um, so let's see. So let... So what I'll go ahead and do, I'll email my IT department and let them know that you were having issues, uh, logging in due to your date of birth being wrong. And let them know I updated it in our system, to see if they can, uh, reset the account to see if they could, uh, let you log in through that way once the account's reset.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. And then I can give you a call back once I do receive word back.

Speaker speaker_1: All right. That sounds good.

Speaker speaker_0: Okay. Um, but as of right now you are currently active in the coverage, your dental and your visi- or dental and your medical. Um, you became active as of last Monday, the 17th. So you should receive physical ID cards within the next few days, okay?

Speaker speaker_1: Okay. All right.

Speaker speaker_0: Okay.

Speaker speaker_1: Thank you so much.

Speaker speaker_0: You're welcome. Is there anything else I could assist you with today?

Speaker speaker_1: No. That was it.

Speaker speaker_0: Awesome. So like I said, once I do receive word back, I'll give you that call back, okay?

Speaker speaker_1: All right. Thank you so much.

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

Speaker speaker_1: You too.

Speaker speaker_0: All right. Bye-bye.

Speaker speaker_1: Bye-bye.