

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in the ... This is Malcolm. How can I help you? Yeah, I'm calling about some text pros- uh, enrolling in health benefits. Um- What staffing company? Uh, Care- Care Builders? CareStaffing. You say CareStaffing? Yeah. So they have a alternate name? Yeah. Starts with a V. I can't pronounce it. Starts with a V? Yeah. Um, I'm not sure which staffing company you're referring to, sir. What did the email- what does the text message say? You have 30 days to enroll from your first paycheck in the health benefits. Can you say the name of the staffing company? I just told you and you said, "Yes," but you want me to give you another name. Well here you go. Yeah. 'Cause CareStaffing isn't someone that we're familiar, sound familiar. Okay. V-E-R-S-T-E-L-A. No? Yes, sir. That's not somebody that we would be partnered with. Oh yeah, you said Versa... Wait. Spell it one more time? V-E-R-S-T-E-L-A. Okay. So you're with Veristatman. Yeah. Okay. Well, you wanted to get enrolled into the health insurance? Not really. Is it free? No, sir. No, but that text message was just to let you know that you have 30 days to get enrolled into the health insurance offered through Veristatman. Okay. Okay, I don't really want that and have to pay for it 'cause I'm not really working that much. All right. Well, was there anything else I can help you with today, sir? No. That'll do it. All right. Thanks for calling Benefits in the ... I hope you have a great rest of your day, man. All right. You too. All right. Thanks. Take care. Bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits in the ... This is Malcolm. How can I help you?

Speaker speaker_2: Yeah, I'm calling about some text pros- uh, enrolling in health benefits. Um-

Speaker speaker_1: What staffing company?

Speaker speaker_2: Uh, Care-

Speaker speaker_1: Care Builders?

Speaker speaker_2: CareStaffing.

Speaker speaker_1: You say CareStaffing?

Speaker speaker_2: Yeah.

Speaker speaker_1: So they have a alternate name?

Speaker speaker_2: Yeah. Starts with a V. I can't pronounce it.

Speaker speaker_1: Starts with a V?

Speaker speaker_2: Yeah.

Speaker speaker_1: Um, I'm not sure which staffing company you're referring to, sir. What did the email- what does the text message say?

Speaker speaker_2: You have 30 days to enroll from your first paycheck in the health benefits.

Speaker speaker_1: Can you say the name of the staffing company?

Speaker speaker_2: I just told you and you said, "Yes," but you want me to give you another name. Well here you go.

Speaker speaker_1: Yeah. 'Cause CareStaffing isn't someone that we're familiar, sound familiar.

Speaker speaker_2: Okay. V-E-R-S-T-E-L-A. No?

Speaker speaker_1: Yes, sir. That's not somebody that we would be partnered with. Oh yeah, you said Versa... Wait. Spell it one more time?

Speaker speaker_2: V-E-R-S-T-E-L-A.

Speaker speaker_1: Okay. So you're with Veristatman.

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. Well, you wanted to get enrolled into the health insurance?

Speaker speaker_2: Not really. Is it free?

Speaker speaker_1: No, sir. No, but that text message was just to let you know that you have 30 days to get enrolled into the health insurance offered through Veristatman.

Speaker speaker_2: Okay. Okay, I don't really want that and have to pay for it 'cause I'm not really working that much.

Speaker speaker_1: All right. Well, was there anything else I can help you with today, sir?

Speaker speaker_2: No. That'll do it.

Speaker speaker_1: All right. Thanks for calling Benefits in the ... I hope you have a great rest of your day, man.

Speaker speaker_2: All right. You too. All right. Thanks.

Speaker speaker_1: Take care.

Speaker speaker_2: Bye.