

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in a Card. This is Malcolm. How can I help you? Yeah, this is Murtab Well. Like, uh, did you like message... I missed message like, uh, "Choose your benefits." I don't know. Like two days off, something like that. I don't know what does that mean. Well, say that again, sir. I'm confused on what you need help with. What do you say? I said could you say that again for me 'cause I'm, I'm confused about what I can help you with today. Yeah. I like, I miss like message with Crown Service. I have a message with Crown Service. Like, it say like- Okay. "Choose-" That's an automatic text. That's an automatic text. "Your, your, our benefits..." What is that? Yeah. That's an automatic text for new hires congratulating them on getting, getting hired with Crown Services and letting them know that they have 30 days to get enrolled into the health insurance or decline the health insurance or they'll be auto-enrolled into what they have to offer. Oh, yeah. Okay. Now I'm working. Like, excuse me. I'm get after the work. I'm about to call you back. I can't like use my phone. I'm sorry. No, you're fine. Mm. Okay. Thank you so much. No problem. Okay.

Conversation Format

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

Speaker speaker_1: Thanks for calling Benefits in a Card. This is Malcolm. How can I help you?

Speaker speaker_2: Yeah, this is Murtab Well. Like, uh, did you like message... I missed message like, uh, "Choose your benefits." I don't know. Like two days off, something like that. I don't know what does that mean.

Speaker speaker_1: Well, say that again, sir. I'm confused on what you need help with.

Speaker speaker_2: What do you say?

Speaker speaker_1: I said could you say that again for me 'cause I'm, I'm confused about what I can help you with today.

Speaker speaker_2: Yeah. I like, I miss like message with Crown Service. I have a message with Crown Service. Like, it say like-

Speaker speaker_1: Okay.

Speaker speaker_2: "Choose-"

Speaker speaker_1: That's an automatic text. That's an automatic text.

Speaker speaker_2: "Your, your, our benefits..." What is that?

Speaker speaker_1: Yeah. That's an automatic text for new hires congratulating them on getting, getting hired with Crown Services and letting them know that they have 30 days to get enrolled into the health insurance or decline the health insurance or they'll be auto-enrolled into what they have to offer.

Speaker speaker_2: Oh, yeah. Okay. Now I'm working. Like, excuse me. I'm get after the work. I'm about to call you back. I can't like use my phone. I'm sorry.

Speaker speaker_1: No, you're fine.

Speaker speaker_2: Mm. Okay. Thank you so much.

Speaker speaker_1: No problem.

Speaker speaker_2: Okay.