

Transcript: Malcolm

Nash-5955814910115840-4515352974245888

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Blue Bell Pacifica. Hi, this is Malcolm, how can I help you? Hi, Malcolm. I just got a message in regards to open enrollment, so I was just trying to, um, see if I could possibly get signed up for that? What staffing company do you work for? Morales Group. We'll ask for your social. Um, 3460. First name? D-A-I-S-H-A. Last name, H-A-M-P-T-O-N. Date of birth, 04/09/95. And for security purposes, can you verify your address for me? It should be... Hmm. It might be 3702 North Colorado Avenue. Yep, and I need the city, state, zip code as well. Indianapolis, Indiana 46218. Thank you. So we got your phone number at 304-3514? Yeah. And the email is shaymarie4933@gmail.com? Mm-hmm. And what type of coverage were you trying to get enrolled? I'm sorry, what was that? What type of coverage were you want to get enrolled into? Um, is there any way I could, like, get information about, like, how the benefits go or I just have to select for enrollment? I can send you a benefits guide. Okay. Um, so would I just over, like, review that and then give you guys a call back? Yes, ma'am. Okay, that's fine. Um, I would like that just so I can know which benefits I would like to choose from. Okay, give me one moment. Uh-huh. Let me get that sent to you. And then, like, what time do you guys close today? We're open 8:00 AM to 8:00 PM Eastern Time, Monday through Friday. Okay, 8:00 PM. Okay, cool. Eastern Time. Yep. I'm on Eastern. All right. I just sent that benefits guide to your email. Okay, cool. I'll just give you guys a call back once I look over that. All right. Well, is there anything else I can help you with today, Ms. Hampton? Uh, no. Have a good day. Bye-bye.

Conversation Format

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

Speaker speaker_1: Thanks for calling Blue Bell Pacifica. Hi, this is Malcolm, how can I help you?

Speaker speaker_2: Hi, Malcolm. I just got a message in regards to open enrollment, so I was just trying to, um, see if I could possibly get signed up for that?

Speaker speaker_1: What staffing company do you work for?

Speaker speaker_2: Morales Group.

Speaker speaker_1: We'll ask for your social.

Speaker speaker_2: Um, 3460.

Speaker speaker_1: First name?

Speaker speaker_2: D-A-I-S-H-A. Last name, H-A-M-P-T-O-N. Date of birth, 04/09/95.

Speaker speaker_1: And for security purposes, can you verify your address for me?

Speaker speaker_2: It should be... Hmm. It might be 3702 North Colorado Avenue.

Speaker speaker_1: Yep, and I need the city, state, zip code as well.

Speaker speaker_2: Indianapolis, Indiana 46218.

Speaker speaker_1: Thank you. So we got your phone number at 304-3514?

Speaker speaker_2: Yeah.

Speaker speaker_1: And the email is shaymarie4933@gmail.com?

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: And what type of coverage were you trying to get enrolled?

Speaker speaker_2: I'm sorry, what was that?

Speaker speaker_1: What type of coverage were you want to get enrolled into?

Speaker speaker_2: Um, is there any way I could, like, get information about, like, how the benefits go or I just have to select for enrollment?

Speaker speaker_1: I can send you a benefits guide.

Speaker speaker_2: Okay. Um, so would I just over, like, review that and then give you guys a call back?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: Okay, that's fine. Um, I would like that just so I can know which benefits I would like to choose from.

Speaker speaker_1: Okay, give me one moment.

Speaker speaker_2: Uh-huh.

Speaker speaker_1: Let me get that sent to you.

Speaker speaker_2: And then, like, what time do you guys close today?

Speaker speaker_1: We're open 8:00 AM to 8:00 PM Eastern Time, Monday through Friday.

Speaker speaker_2: Okay, 8:00 PM. Okay, cool.

Speaker speaker_1: Eastern Time.

Speaker speaker_2: Yep. I'm on Eastern.

Speaker speaker_1: All right. I just sent that benefits guide to your email.

Speaker speaker_2: Okay, cool. I'll just give you guys a call back once I look over that.

Speaker speaker_1: All right. Well, is there anything else I can help you with today, Ms. Hampton?

Speaker speaker_2: Uh, no. Have a good day. Bye-bye.