Transcript: Malcolm Nash-6530915680567296-4822479561474048

Full Transcript

Thanks for calling Benefits in a Card. This is Malcolm. How can I help you? Uh, my name is Kyle Angle. Um, I'm currently getting another job, but I don't know when I'll get benefits, so I'm calling this number to, uh, get a list of benefit packages to see what I'm possible for to enroll and how much I'll be paying. What staffing company do you work for? Uh, this is going to be through Narcan. What's the last four of your social? Uh, 6022. First name? Kyle. You say Kyle? Yeah, K-Y-L-E. So it doesn't look like they got you added in the system yet. So you just want me to send you a benefits guide? Yes. Okay. What would be the email that's in that case? Uh, kyleangle@icloud.com. All right, give me one moment. All right, what's that email? What's that? What's your email? Kyleangle@icloud.com. So that's K-Y-L-E and what's... How do you... Just spell out the rest for me please. Uh, A-N-G as in Greg, L-E. And what was the rest? @icloud.com . So there's no number? Just- No, @icloud. @icloud.com? Yep. Let me check that benefits guide via email. Can you confirm that you received it? Should be from an info@benefitsinacard.com. Am I missing something here? What's that? Sometimes it does go... It should be from a info@benefitsinacard.com, and sometimes it does go to your spam folder. Okay, give me one second. Still haven't received anything. Hmm. You said it was Kyle... Let's see. Kyleangle@icloud.com, correct? Yeah. How did you spell it all? K-Y-L-E Angle. Mm-hmm. @icloud.com. You did A-N-G-L-E? Yes, sir. Okay. Let's see. You mind if I put you on a brief hold? What's that? I said do you mind if I put you on a brief hold? No, you're good. Yeah. Are you there, Mr. Kyle? Yeah. Yeah, so it said there was an error delivering it to that email. Do you have another email? No, I got an email. Yeah, give me one second.Whenever you're ready. All right. Say that again, sir? I have to look at my email account. Give me one second. Mm-hmm. Okay, you ready for this one? Yes, sir. Okay. It's kyleangle, A-N-G-L-E. Mm-hmm. 612@icloud.com, or @gmail.com. Sorry. I just got through to that email. Okay. Okay, I got it. All right. Well, is there anything else I can help you with today, Mr. Kyle? Nope, that'll be all. Okay. Well, if there's nothing else, thanks for calling Benefits in the Card. I hope you have a great rest of your week. All right. Thank you. You, too. Thank you.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in a Card. This is Malcolm. How can I help you?

Speaker speaker_1: Uh, my name is Kyle Angle. Um, I'm currently getting another job, but I don't know when I'll get benefits, so I'm calling this number to, uh, get a list of benefit

packages to see what I'm possible for to enroll and how much I'll be paying.

Speaker speaker_0: What staffing company do you work for?

Speaker speaker_1: Uh, this is going to be through Narcan.

Speaker speaker_0: What's the last four of your social?

Speaker speaker_1: Uh, 6022.

Speaker speaker_0: First name?

Speaker speaker_1: Kyle.

Speaker speaker_0: You say Kyle?

Speaker speaker_1: Yeah, K-Y-L-E.

Speaker speaker_0: So it doesn't look like they got you added in the system yet. So you just want me to send you a benefits guide?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. What would be the email that's in that case?

Speaker speaker_1: Uh, kyleangle@icloud.com.

Speaker speaker_0: All right, give me one moment. All right, what's that email?

Speaker speaker_1: What's that?

Speaker speaker_0: What's your email?

Speaker speaker_1: Kyleangle@icloud.com.

Speaker speaker_0: So that's K-Y-L-E and what's... How do you... Just spell out the rest for me please.

Speaker speaker_1: Uh, A-N-G as in Greg, L-E.

Speaker speaker_0: And what was the rest?

Speaker speaker_1: @icloud.com .

Speaker speaker_0: So there's no number? Just-

Speaker speaker_1: No, @icloud.

Speaker speaker_0: @icloud.com?

Speaker speaker_1: Yep.

Speaker speaker_0: Let me check that benefits guide via email. Can you confirm that you received it? Should be from an info@benefitsinacard.com.

Speaker speaker_1: Am I missing something here? What's that?

Speaker speaker_0: Sometimes it does go... It should be from a info@benefitsinacard.com, and sometimes it does go to your spam folder.

Speaker speaker_1: Okay, give me one second. Still haven't received anything.

Speaker speaker_0: Hmm. You said it was Kyle... Let's see. Kyleangle@icloud.com, correct?

Speaker speaker_1: Yeah. How did you spell it all?

Speaker speaker_0: K-Y-L-E Angle.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: @icloud.com.

Speaker speaker_1: You did A-N-G-L-E?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Okay.

Speaker speaker_0: Let's see. You mind if I put you on a brief hold?

Speaker speaker_1: What's that?

Speaker speaker_0: I said do you mind if I put you on a brief hold?

Speaker speaker_1: No, you're good.

Speaker speaker_0: Yeah. Are you there, Mr. Kyle?

Speaker speaker_1: Yeah.

Speaker speaker_0: Yeah, so it said there was an error delivering it to that email. Do you have another email?

Speaker speaker_1: No, I got an email. Yeah, give me one second.

Speaker speaker_2: Whenever you're ready.

Speaker speaker_3: All right.

Speaker speaker_2: Say that again, sir?

Speaker speaker_3: I have to look at my email account. Give me one second.

Speaker speaker_2: Mm-hmm.

Speaker speaker_3: Okay, you ready for this one?

Speaker speaker_2: Yes, sir.

Speaker speaker_3: Okay. It's kyleangle, A-N-G-L-E.

Speaker speaker_2: Mm-hmm.

Speaker speaker_3: 612@icloud.com, or @gmail.com. Sorry.

Speaker speaker_2: I just got through to that email.

Speaker speaker_3: Okay. Okay, I got it.

Speaker speaker_2: All right. Well, is there anything else I can help you with today, Mr. Kyle?

Speaker speaker_3: Nope, that'll be all.

Speaker speaker_2: Okay. Well, if there's nothing else, thanks for calling Benefits in the Card. I hope you have a great rest of your week.

Speaker speaker_3: All right. Thank you. You, too.

Speaker speaker_2: Thank you.