

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits Center Card. This is Pamela speaking. How may I help you? Uh, I'm trying to find out what benefits are offered with the new job. Okay. Uh, what's the name of the staffing agency you're working for? Uh, Versatella. Okay. May I have the last four digits of your social? 1214. 1214 777-0001. And your first and last name, sir? Charles Catlin. Okay. Uh, and when you started working for them. Uh, last week. Okay, because I don't find your file in our system yet. Hm. Oh. Mm. If you would like... How long... Huh? Oh, do you know how long that takes normally? Usually like a week or so after you start working. What day last week did you start working? Uh, it was Wednesday. Hmm. Yes. Um... I have an employee number, does that do anything? No, no. We won't be- No. Okay. ...able to help you with that. Okay. Um, if you would like and if you're willing to provide a personal information, we could go ahead and create your file, um, if you know where you would like to enroll to, or you could give us a call back tomorrow and we could check if it's... if we have received it. Hmm. Okay. Um, so it normally takes a week or less? Uh, it takes a week and f- few days. Hmm. Okay. Okay, um, yeah, I guess we'll wait till they do something. Okay. So let me pull up real fast here. Give me one second. Okay. Hmm. Okay. Versatella. All right. And this time I'm only going to need your social security number. Pardon me? You want to create your file? Um, isn't, isn't it Versatella's to do it? Oh, we... Well, we haven't received it from them, like I said before. So in order- Right. ... to enroll you or if you want to, we have to create the file for you and enroll you, or you could give us a call back tomorrow or Monday and we could, uh, to see if we have received it from them. Okay. Um, yeah, I'll just give you guys a call back. No problem, sir. Thank you. Have a great- Thank you. ... rest of the day and a good weekend. Mm-hmm. Bye-bye. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits Center Card. This is Pamela speaking. How may I help you?

Speaker speaker_1: Uh, I'm trying to find out what benefits are offered with the new job.

Speaker speaker_0: Okay. Uh, what's the name of the staffing agency you're working for?

Speaker speaker_1: Uh, Versatella.

Speaker speaker_0: Okay. May I have the last four digits of your social?

Speaker speaker_1: 1214.

Speaker speaker_0: 1214 777-0001. And your first and last name, sir?

Speaker speaker_1: Charles Catlin.

Speaker speaker_0: Okay. Uh, and when you started working for them.

Speaker speaker_1: Uh, last week.

Speaker speaker_0: Okay, because I don't find your file in our system yet.

Speaker speaker_1: Hm. Oh. Mm.

Speaker speaker_0: If you would like...

Speaker speaker_1: How long...

Speaker speaker_0: Huh?

Speaker speaker_1: Oh, do you know how long that takes normally?

Speaker speaker_0: Usually like a week or so after you start working. What day last week did you start working?

Speaker speaker_1: Uh, it was Wednesday.

Speaker speaker_0: Hmm. Yes. Um...

Speaker speaker_1: I have an employee number, does that do anything?

Speaker speaker_0: No, no. We won't be-

Speaker speaker_1: No. Okay.

Speaker speaker_0: ...able to help you with that.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, if you would like and if you're willing to provide a personal information, we could go ahead and create your file, um, if you know where you would like to enroll to, or you could give us a call back tomorrow and we could check if it's... if we have received it.

Speaker speaker_1: Hmm. Okay. Um, so it normally takes a week or less?

Speaker speaker_0: Uh, it takes a week and f- few days.

Speaker speaker_1: Hmm. Okay. Okay, um, yeah, I guess we'll wait till they do something.

Speaker speaker_0: Okay. So let me pull up real fast here. Give me one second. Okay. Hmm. Okay. Versatella. All right. And this time I'm only going to need your social security number.

Speaker speaker_1: Pardon me?

Speaker speaker_0: You want to create your file?

Speaker speaker_1: Um, isn't, isn't it Versatella's to do it?

Speaker speaker_0: Oh, we... Well, we haven't received it from them, like I said before. So in order-

Speaker speaker_1: Right.

Speaker speaker_0: ... to enroll you or if you want to, we have to create the file for you and enroll you, or you could give us a call back tomorrow or Monday and we could, uh, to see if we have received it from them.

Speaker speaker_1: Okay. Um, yeah, I'll just give you guys a call back.

Speaker speaker_0: No problem, sir. Thank you. Have a great-

Speaker speaker_1: Thank you.

Speaker speaker_0: ... rest of the day and a good weekend.

Speaker speaker_1: Mm-hmm. Bye-bye.

Speaker speaker_0: Bye-bye.