

Transcript: Pamela

Blanc-5531528569995264-4682725860229120

Full Transcript

Hello. Thank you for calling Benefits ... speaking. How may I help you? Um, hello, I'm just calling to see how to enroll for some benefits. Okay, and who do you work for, ma'am? Um, the work agency is Vercela. May I have the last four digits of your Social? 2021. And your first and last name? First name Rosa, last name Osorio. And you say you work for Vercela, and the last four is 2021? Yes. When did you start working for them? Um, Monday, uh, the... Monday, the 21st of, of April. Right. Can you repeat your last name for me? Osorio, O-S-O-R-I-O. And the first name? Rosa, R-O-S-A. Mrs. Osorio, we have not received yet your information from Vercela. Mm-hmm. If you want... If you would like, we could go ahead and create a file for you if, if you're willing to provide the personal information. If not, you could give us a call back, I will say, tomorrow or Monday, in which we have the information in the system. Okay. I'll go ahead and give you a call back tomorrow or Monday. No problem. All right, thank you. Thank you. Bye.

Conversation Format

Speaker speaker_0: Hello.

Speaker speaker_1: Thank you for calling Benefits ... speaking. How may I help you?

Speaker speaker_0: Um, hello, I'm just calling to see how to enroll for some benefits.

Speaker speaker_1: Okay, and who do you work for, ma'am?

Speaker speaker_0: Um, the work agency is Vercela.

Speaker speaker_1: May I have the last four digits of your Social?

Speaker speaker_0: 2021.

Speaker speaker_1: And your first and last name?

Speaker speaker_0: First name Rosa, last name Osorio.

Speaker speaker_1: And you say you work for Vercela, and the last four is 2021?

Speaker speaker_0: Yes.

Speaker speaker_1: When did you start working for them?

Speaker speaker_0: Um, Monday, uh, the... Monday, the 21st of, of April.

Speaker speaker_1: Right. Can you repeat your last name for me?

Speaker speaker_0: Osorio, O-S-O-R-I-O.

Speaker speaker_1: And the first name?

Speaker speaker_0: Rosa, R-O-S-A.

Speaker speaker_1: Mrs. Osorio, we have not received yet your information from Vercela.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: If you want... If you would like, we could go ahead and create a file for you if, if you're willing to provide the personal information. If not, you could give us a call back, I will say, tomorrow or Monday, in which we have the information in the system.

Speaker speaker_0: Okay. I'll go ahead and give you a call back tomorrow or Monday.

Speaker speaker_1: No problem.

Speaker speaker_0: All right, thank you.

Speaker speaker_1: Thank you.

Speaker speaker_0: Bye.