

Transcript: Pearl

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Full Transcript

Hi. Good afternoon. Thank you for calling Benefits in a Cart. My name is Pearl, and I have the pleasure of speaking with- Hi, um, this is Tucker. Uh, and I just wanted to... I r- I recently got, uh, employed through, um, WSI. I just wanted to, like, know what my benefits were and what exactly my plan, uh, was, um, stuff like that. All right, so we have two agencies that use those, um, letters. So you decide. Do you work for WorkSmart or for Work First, Workforce Strategies? Uh-huh. Wait, what'd you say? Sorry. We have two agencies that use those letters, one for an acronym and one for, um, its name. So do you work for WorkSmart or do you work for Workforce Strategies? Uh, I think Workforce Strategies, but I, I'm not sure. Uh, but... OK, give me one moment. And what are the last four digits of your social? Uh, 6128. It's the 6128? Yeah. All righty, and your address and date of birth? Um, 1801 Glendale Boulevard, and then date of birth is, uh, 6/23/04. And what is the city and state? One more time? The city and state? My state? City and state. Ah, sorry, sorry. Uh, Kalamazoo, Michigan. Can I have your phone number as 269-4170-69? Yep. OK, so I have you with a, um, future enrollment for, uh, preventative health, dental, life insurance, vision, and medical. OK. Um... Awesome, and do, do you know how much the best kind of deduct out of my paycheck or no? Is that something I have to figure out through my Facebook? Looks like ... let me check now. Give me one moment. Your deductions are gonna be a \$44.31. That's total? OK, uh, that's all, that's all I needed to know, thank you. Thank you much for calling. You have a great day. There you go.

Conversation Format

Speaker speaker_0: Hi. Good afternoon. Thank you for calling Benefits in a Cart. My name is Pearl, and I have the pleasure of speaking with-

Speaker speaker_1: Hi, um, this is Tucker. Uh, and I just wanted to... I r- I recently got, uh, employed through, um, WSI. I just wanted to, like, know what my benefits were and what exactly my plan, uh, was, um, stuff like that.

Speaker speaker_0: All right, so we have two agencies that use those, um, letters. So you decide. Do you work for WorkSmart or for Work First, Workforce Strategies?

Speaker speaker_1: Uh-huh. Wait, what'd you say? Sorry.

Speaker speaker_0: We have two agencies that use those letters, one for an acronym and one for, um, its name. So do you work for WorkSmart or do you work for Workforce Strategies?

Speaker speaker_1: Uh, I think Workforce Strategies, but I, I'm not sure. Uh, but...

Speaker speaker_0: OK, give me one moment. And what are the last four digits of your social?

Speaker speaker_1: Uh, 6128.

Speaker speaker_0: It's the 6128?

Speaker speaker_1: Yeah.

Speaker speaker_0: All righty, and your address and date of birth?

Speaker speaker_1: Um, 1801 Glendale Boulevard, and then date of birth is, uh, 6/23/04.

Speaker speaker_0: And what is the city and state?

Speaker speaker_1: One more time?

Speaker speaker_0: The city and state?

Speaker speaker_1: My state?

Speaker speaker_0: City and state.

Speaker speaker_1: Ah, sorry, sorry. Uh, Kalamazoo, Michigan.

Speaker speaker_0: Can I have your phone number as 269-4170-69?

Speaker speaker_1: Yep.

Speaker speaker_0: OK, so I have you with a, um, future enrollment for, uh, preventative health, dental, life insurance, vision, and medical.

Speaker speaker_1: OK. Um... Awesome, and do, do you know how much the best kind of deduct out of my paycheck or no? Is that something I have to figure out through my Facebook?

Speaker speaker_0: Looks like ... let me check now. Give me one moment. Your deductions are gonna be a \$44.31.

Speaker speaker_1: That's total? OK, uh, that's all, that's all I needed to know, thank you.

Speaker speaker_0: Thank you much for calling. You have a great day.

Speaker speaker_1: There you go.