

## **Transcript: Pearl**

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### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon. Thank you for calling Benefits in a Car... who can I finish speaking with? Um, I'm just, I'm just trying to figure out what, um, what, um... I keep getting a text message about enrolling into my benefits. What benefits, like, what is this number for? You can- Do you work with a staffing ag... I'm sorry? Do you work with a staffing agency? Um, I work for a company called Cleaning Tech. I don't know if you guys are through them. Did you apply through a staffing agency, though? I'm sorry, the which one? Did you apply through a staffing agency or just directly with the company? Directly through the company. Okay. So, it could be that, that your phone number was previously in the system for a different person or for... Maybe you applied at a staffing agency. Oh, okay. Um, because we work with staffing agencies with healthcare. Oh, yeah. I'm not even in that field. Okay. Yeah, but you can just ignore the messages. It's probably from, um, a different time. No problem. Thank you. Yep, you have a great day. Okay.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Hi, good afternoon. Thank you for calling Benefits in a Car... who can I finish speaking with?

Speaker speaker\_2: Um, I'm just, I'm just trying to figure out what, um, what, um... I keep getting a text message about enrolling into my benefits. What benefits, like, what is this number for?

Speaker speaker\_1: You can- Do you work with a staffing ag...

Speaker speaker\_2: I'm sorry?

Speaker speaker\_1: Do you work with a staffing agency?

Speaker speaker\_2: Um, I work for a company called Cleaning Tech. I don't know if you guys are through them.

Speaker speaker\_1: Did you apply through a staffing agency, though?

Speaker speaker\_2: I'm sorry, the which one?

Speaker speaker\_1: Did you apply through a staffing agency or just directly with the company?

Speaker speaker\_2: Directly through the company.

Speaker speaker\_1: Okay. So, it could be that, that your phone number was previously in the system for a different person or for... Maybe you applied at a staffing agency.

Speaker speaker\_2: Oh, okay.

Speaker speaker\_1: Um, because we work with staffing agencies with healthcare.

Speaker speaker\_2: Oh, yeah. I'm not even in that field.

Speaker speaker\_1: Okay. Yeah, but you can just ignore the messages. It's probably from, um, a different time.

Speaker speaker\_2: No problem. Thank you.

Speaker speaker\_1: Yep, you have a great day.

Speaker speaker\_2: Okay.