

Transcript: VICTORIA

Taylor-4586861072793600-4992453801197568

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefit Primatory. This is Victoria. How can I help you? No way. Hello? Hi. How are you? Hello? Uh, yes. Uh, hi, my name is Jason Rodriguez. Uh, I'm calling to see if I can get enrolled in the benefits? Hello? My name is Jason Rodriguez. Hello? Yes, I'm sorry. There's a lot of background noise. What's the name of the agency you work for? One second. Can you hear me better now? Yes, I can hear you better. Uh, what's the name of the agency you work for? The agency I work for is, uh, well, I, I don't know if they changed their name but it was ASG. Um, I'm not familiar with ASG. Ver- Versa- Versatel or, uh... Versella Terra Staffing? Versella. Yeah, yeah, there you go. And the last four of your Social? Three... Hold on. Yeah, 3533. And your first and last name? Jason Rodriguez. Okay. Have you received your first paycheck from them yet? Uh, for this year? Well, just in general. You said you worked for this company- Yeah, yeah. I've been here already, I've been here, I've been at this place for, like, already, like, three years. Okay, so the last four is 3533? Yes. Yeah, I'm not seeing you in the, in the system here. It's weird 'cause, uh, I had called my agency and they told me, they gave me this number and everything and told me to call them. Um, yeah, I, I, I, it's ASG Staffing. I mean, that's the, that's the only thing I know about that, the agency that I've been at. Um, but by the time I call them now it's like they always say, Verst- what was that word? Versa- Versatela or whatever. Versella? Versella, yeah. I, oh, okay. No. Okay, so I do see an ASG that's also, um, known as Adept. Yeah. Give me one second. Okay, yeah, check that one. Maybe I might be in there then, I mean, I don't know. Okay, uh, first name is J-A-S-O-N? Yes. Last name is R-O-D-R-I-G-U-E-Z? Yes. Yeah, I tried searching you a couple different ways and I'm still not able to find you in our system. Huh. Okay. All right. Well, let me go ahead and call these people and then, uh, I'll, I'll see if they reach out to you guys or something. I don't know, but, uh, I'll try to call back later on then. Yeah, I would just verify, if you can, just verify the name of the agency you work for. And then call us back. Yeah, the agency, uh, uh, I mean, I'm, uh, like, I swear it's called ASG Staffing and then, uh, like, like I said, Versela, I guess, 'cause I don't know. I never... I don't know. Okay. I haven't, I haven't been to the agency in a while. But I will check. Okay. Okay, 'cause Vers- Versela is a completely different agency that I'm seeing versus ASG. So that's, it, it even says Versela in my, in my email, the email that they sent with the link. Okay. But I'll, I'll, I'll try to get in touch. Now, are you a temporary agent? Like, are you temporary with them? Yeah, yeah. Yeah. Or are you on with full-time? No, I'm t- Well, I'm full-time with them, yeah. Okay, so this is only for the temp employees. That might be why you're not showing up. Well, I guess, I guess maybe I am a temp still. I don't know. No, because if I was a temp, then you would be able to find me, correct? Yeah, that's what I'm saying. I, I'm not able to find you. Oh, okay. So I would just reach out to your employer. All right, let me reach out to... Yeah, okay. All right, cool. Thank you. Thank you. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefit Primatory. This is Victoria. How can I help you?

Speaker speaker_2: No way. Hello?

Speaker speaker_1: Hi. How are you?

Speaker speaker_2: Hello? Uh, yes. Uh, hi, my name is Jason Rodriguez. Uh, I'm calling to see if I can get enrolled in the benefits? Hello? My name is Jason Rodriguez. Hello?

Speaker speaker_1: Yes, I'm sorry. There's a lot of background noise. What's the name of the agency you work for?

Speaker speaker_2: One second. Can you hear me better now?

Speaker speaker_1: Yes, I can hear you better. Uh, what's the name of the agency you work for?

Speaker speaker_2: The agency I work for is, uh, well, I, I don't know if they changed their name but it was ASG.

Speaker speaker_1: Um, I'm not familiar with ASG.

Speaker speaker_2: Ver- Versa- Versatel or, uh...

Speaker speaker_1: Versella Terra Staffing?

Speaker speaker_2: Versella. Yeah, yeah, there you go.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: Three... Hold on. Yeah, 3533.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Jason Rodriguez.

Speaker speaker_1: Okay. Have you received your first paycheck from them yet?

Speaker speaker_2: Uh, for this year?

Speaker speaker_1: Well, just in general. You said you worked for this company-

Speaker speaker_2: Yeah, yeah. I've been here already, I've been here, I've been at this place for, like, already, like, three years.

Speaker speaker_1: Okay, so the last four is 3533?

Speaker speaker_2: Yes.

Speaker speaker_1: Yeah, I'm not seeing you in the, in the system here.

Speaker speaker_2: It's weird 'cause, uh, I had called my agency and they told me, they gave me this number and everything and told me to call them. Um, yeah, I, I, I, it's ASG Staffing. I mean, that's the, that's the only thing I know about that, the agency that I've been at. Um, but by the time I call them now it's like they always say, Verst- what was that word? Versa-Versatela or whatever.

Speaker speaker_1: Versella?

Speaker speaker_2: Versella, yeah. I, oh, okay.

Speaker speaker_1: No. Okay, so I do see an ASG that's also, um, known as Adept. Yeah. Give me one second.

Speaker speaker_2: Okay, yeah, check that one. Maybe I might be in there then, I mean, I don't know.

Speaker speaker_1: Okay, uh, first name is J-A-S-O-N?

Speaker speaker_2: Yes.

Speaker speaker_1: Last name is R-O-D-R-I-G-U-E-Z?

Speaker speaker_2: Yes.

Speaker speaker_1: Yeah, I tried searching you a couple different ways and I'm still not able to find you in our system.

Speaker speaker_2: Huh. Okay. All right. Well, let me go ahead and call these people and then, uh, I'll, I'll see if they reach out to you guys or something. I don't know, but, uh, I'll try to call back later on then.

Speaker speaker_1: Yeah, I would just verify, if you can, just verify the name of the agency you work for. And then call us back.

Speaker speaker_2: Yeah, the agency, uh, uh, I mean, I'm, uh, like, I swear it's called ASG Staffing and then, uh, like, like I said, Versella, I guess, 'cause I don't know. I never... I don't know.

Speaker speaker_1: Okay.

Speaker speaker_2: I haven't, I haven't been to the agency in a while. But I will check.

Speaker speaker_1: Okay. Okay, 'cause Vers- Versella is a completely different agency that I'm seeing versus ASG.

Speaker speaker_2: So that's, it, it even says Versella in my, in my email, the email that they sent with the link.

Speaker speaker_1: Okay.

Speaker speaker_2: But I'll, I'll, I'll try to get in touch.

Speaker speaker_1: Now, are you a temporary agent? Like, are you temporary with them?

Speaker speaker_2: Yeah, yeah. Yeah.

Speaker speaker_1: Or are you on with full-time?

Speaker speaker_2: No, I'm t- Well, I'm full-time with them, yeah.

Speaker speaker_1: Okay, so this is only for the temp employees. That might be why you're not showing up.

Speaker speaker_2: Well, I guess, I guess maybe I am a temp still. I don't know. No, because if I was a temp, then you would be able to find me, correct?

Speaker speaker_1: Yeah, that's what I'm saying. I, I'm not able to find you.

Speaker speaker_2: Oh, okay.

Speaker speaker_1: So I would just reach out to your employer.

Speaker speaker_2: All right, let me reach out to... Yeah, okay. All right, cool. Thank you.

Speaker speaker_1: Thank you. Bye-bye.

Speaker speaker_2: Bye.