

Transcript: VICTORIA

Taylor-5590264416518144-5330807354769408

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Yes. Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Um, I, I got a text saying that I need to fill out my benefits or I won't have none, but I, I'm already did it. Okay. What's the name of the agent's... agency you work for? Saint Cobain or whatever it is. Uh, Certain Team Jetson. I'm not aware of any of those names, but what's the name of the staffing agency? I don't know what that is but, uh... Uh... Hold on one sec. Let me get the, pull the text up. Oh, this is for... Is this for Crown Services? Yes. That is one of our clients. Oh, I got, I got hired on full time at the place so though I, I don't... Okay. You can- So- ... disregard the message. This is just for- Oh. ... the benefits being offered through the staffing agency. Oh, okay. I, my bad. I thought it was them again. I'm like, "Jesus, they didn't..." My bad. I didn't read it all the way. You're fine. You have a wonderful day. Okay. You too. Have a good holiday. You too. All right. Bye.

Conversation Format

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

Speaker speaker_1: Yes.

Speaker speaker_2: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_1: Um, I, I got a text saying that I need to fill out my benefits or I won't have none, but I, I'm already did it.

Speaker speaker_2: Okay. What's the name of the agent's... agency you work for?

Speaker speaker_1: Saint Cobain or whatever it is. Uh, Certain Team Jetson.

Speaker speaker_2: I'm not aware of any of those names, but what's the name of the staffing agency?

Speaker speaker_1: I don't know what that is but, uh... Uh... Hold on one sec. Let me get the, pull the text up. Oh, this is for... Is this for Crown Services?

Speaker speaker_2: Yes. That is one of our clients.

Speaker speaker_1: Oh, I got, I got hired on full time at the place so though I, I don't...

Speaker speaker_2: Okay. You can-

Speaker speaker_1: So-

Speaker speaker_2: ... disregard the message. This is just for-

Speaker speaker_1: Oh.

Speaker speaker_2: ... the benefits being offered through the staffing agency.

Speaker speaker_1: Oh, okay. I, my bad. I thought it was them again. I'm like, "Jesus, they didn't..." My bad. I didn't read it all the way.

Speaker speaker_2: You're fine. You have a wonderful day.

Speaker speaker_1: Okay. You too. Have a good holiday.

Speaker speaker_2: You too.

Speaker speaker_1: All right. Bye.