

Transcript: VICTORIA

Taylor-5619569239572480-6210992343138304

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Uh, good afternoon. Uh, I received a text from you. I don't know, I'm not working for WorkSmart. I don't know if, uh, we use that number for one of my people, so I would like to know, um, what- what's the deal. Okay, so this is for medical insurance, if you happen to work through WorkSmart. Well, for- for who? This is- I don't know who specifically. We work for multiple staffing agencies across the state- So it's like an automated thing? Okay, I understand that you received an automated text message, but we work for multiple staffing agencies across the state with multiple members, so it has to be someone that's actively working through WorkSmart. That's something typically callers inform us of. I- I wouldn't know who that message is specifically for. Oh, okay. All right then. Thank you though. You're welcome. 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 Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_2: Uh, good afternoon. Uh, I received a text from you. I don't know, I'm not working for WorkSmart. I don't know if, uh, we use that number for one of my people, so I would like to know, um, what- what's the deal.

Speaker speaker_1: Okay, so this is for medical insurance, if you happen to work through WorkSmart.

Speaker speaker_2: Well, for- for who?

Speaker speaker_3: This is-

Speaker speaker_1: I don't know who specifically. We work for multiple staffing agencies across the state-

Speaker speaker_2: So it's like an automated thing?

Speaker speaker_1: Okay, I understand that you received an automated text message, but we work for multiple staffing agencies across the state with multiple members, so it has to be someone that's actively working through WorkSmart. That's something typically callers inform

us of. I- I wouldn't know who that message is specifically for.

Speaker speaker_2: Oh, okay. All right then. Thank you though.

Speaker speaker_1: You're welcome. Bye-bye.

Speaker speaker_2: Bye.