

Transcript: VICTORIA

Taylor-5697333061402624-4652324367286272

Full Transcript

Thank you for calling Benefits on a Cart. This is Victoria. How can I help you? How you doing? I'm just calling to enroll in Benefits on a Cart. Okay. What's the name of the agency you work for? What's the name of the agency again? I don't know. I think that is... Something Track. Act... Track, Track? Active... OkayTrack Everyone ... Um. Mm-hmm. One second, I'm sorry. Hold on. What's the name of that agency where we practice with that? Uh, Ok Staffing. Ok Staffing? Is... The agency's called Ok Staffing? Ok Staffing? Yes, I believe so. Or... Um, I know On Track Staffing, and I don't think we have an Ok Staffing. That's what... On, On Track, I'm sorry. It's On Track. Okay. Um, and the last four of your Social? 0610. And your first and last name? Eric, E-R-I-C. Dowdy, D-O-W-D-Y. Okay. Do you mind verifying your address and date of birth? Yes. 1502 South 3rd Street, Lanette, Alabama. And my date of birth? 36863. Huh? 36863. Oh, three, 36863. And my date of birth is 7-1-96. All right. Phone number is going to be 814-651-3489? Yes, that's correct. And then, I have your email is, uh, your last name and then IAG, the number three, @gmail.com? Yes, that's correct. Okay. Um, do you know what you're wanting to enroll into? Uh, no, honestly, I don't. I was just- When you, when you... What is it? What plan? Just that, yeah, like, what's the options like for this for? Well, there's mul- there's multiple plans to choose from. There's a few different medical plans. There's things like, uh, dental and vision as well. So here's what I'm going to do. I'm going to send a copy of the benefits guide to your email, and it's going to lay out all the plans being offered. Um, it does go into detail about what the different plans cover and how much they cost. Um, so if you see anything from there that you would like to enroll into, you would just call us back. Okay. Um, now we are about to close for the evening here at 8:00, so you might have to call us back tomorrow, but it looks like you have 30 days, um, from the date of your first check to get enrolled into the benefits, so you still have some time. Okay. All right. Well, I'll go over... I'll look that, I'll look through that and I'll give you a call back tomorrow possibly. Okay. Do you have any questions or concerns for me? Uh, no, that's, I'm sorry. Thank you. You're welcome. And I'm going to go ahead and send that to the email that I have for you, and you have a wonderful night. All right. I appreciate it. And you do the same. Thank you. Bye-bye. See you later.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Cart. This is Victoria. How can I help you?

Speaker speaker_1: How you doing? I'm just calling to enroll in Benefits on a Cart.

Speaker speaker_0: Okay. What's the name of the agency you work for?

Speaker speaker_1: What's the name of the agency again?

Speaker speaker_2: I don't know.

Speaker speaker_1: I think that is...

Speaker speaker_2: Something Track. Act...

Speaker speaker_1: Track, Track?

Speaker speaker_2: Active... OkayTrack Everyone ... Um.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: One second, I'm sorry. Hold on. What's the name of that agency where we practice with that?

Speaker speaker_2: Uh, Ok Staffing.

Speaker speaker_1: Ok Staffing? Is... The agency's called Ok Staffing?

Speaker speaker_0: Ok Staffing?

Speaker speaker_1: Yes, I believe so. Or...

Speaker speaker_0: Um, I know On Track Staffing, and I don't think we have an Ok Staffing.

Speaker speaker_1: That's what... On, On Track, I'm sorry. It's On Track.

Speaker speaker_0: Okay. Um, and the last four of your Social?

Speaker speaker_1: 0610.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Eric, E-R-I-C. Dowdy, D-O-W-D-Y.

Speaker speaker_0: Okay. Do you mind verifying your address and date of birth?

Speaker speaker_1: Yes. 1502 South 3rd Street, Lanette, Alabama. And my date of birth?

Speaker speaker_2: 36863.

Speaker speaker_1: Huh?

Speaker speaker_2: 36863.

Speaker speaker_1: Oh, three, 36863. And my date of birth is 7-1-96.

Speaker speaker_0: All right. Phone number is going to be 814-651-3489?

Speaker speaker_1: Yes, that's correct.

Speaker speaker_0: And then, I have your email is, uh, your last name and then IAG, the number three, @gmail.com?

Speaker speaker_1: Yes, that's correct.

Speaker speaker_0: Okay. Um, do you know what you're wanting to enroll into?

Speaker speaker_1: Uh, no, honestly, I don't. I was just-

Speaker speaker_2: When you, when you... What is it? What plan?

Speaker speaker_1: Just that, yeah, like, what's the options like for this for?

Speaker speaker_0: Well, there's mul- there's multiple plans to choose from. There's a few different medical plans. There's things like, uh, dental and vision as well. So here's what I'm going to do. I'm going to send a copy of the benefits guide to your email, and it's going to lay out all the plans being offered. Um, it does go into detail about what the different plans cover and how much they cost. Um, so if you see anything from there that you would like to enroll into, you would just call us back.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, now we are about to close for the evening here at 8:00, so you might have to call us back tomorrow, but it looks like you have 30 days, um, from the date of your first check to get enrolled into the benefits, so you still have some time.

Speaker speaker_1: Okay. All right. Well, I'll go over... I'll look that, I'll look through that and I'll give you a call back tomorrow possibly.

Speaker speaker_0: Okay. Do you have any questions or concerns for me?

Speaker speaker_1: Uh, no, that's, I'm sorry. Thank you.

Speaker speaker_0: You're welcome. And I'm going to go ahead and send that to the email that I have for you, and you have a wonderful night.

Speaker speaker_1: All right. I appreciate it. And you do the same.

Speaker speaker_0: Thank you. Bye-bye.

Speaker speaker_1: See you later.