

## **Transcript: VICTORIA**

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### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on Record. This is Victoria. How can I help you? Yes, ma'am. I got a text message just a minute ago. Okay. What did the text say? To choose your benefits or go all year without, uh, coverage. Okay. Are you wanting to get enrolled? Yes, I am. Okay. What's the name of the agency you work for? It's, um, um, Security Solutions of America. SS of A... I'm sorry, what was that? Security, Security Solutions of America. Is that the name of the staffing agency? Oh, no, that's the name of the company I work for. Okay. So are you not working through a staffing or temp agency? No. No, ma'am. Oh, okay. Then it's possible we had a wrong number. This is just in- Mm-hmm. ... in the event that you're working through, like, a temporary or a staffing agency. Oh, okay. Okay. Sorry about that. No worries. You have a wonderful day. You too. 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 Record. This is Victoria. How can I help you?

Speaker speaker\_2: Yes, ma'am. I got a text message just a minute ago.

Speaker speaker\_1: Okay. What did the text say?

Speaker speaker\_2: To choose your benefits or go all year without, uh, coverage.

Speaker speaker\_1: Okay. Are you wanting to get enrolled?

Speaker speaker\_2: Yes, I am.

Speaker speaker\_1: Okay. What's the name of the agency you work for?

Speaker speaker\_2: It's, um, um, Security Solutions of America. SS of A...

Speaker speaker\_1: I'm sorry, what was that?

Speaker speaker\_2: Security, Security Solutions of America.

Speaker speaker\_1: Is that the name of the staffing agency?

Speaker speaker\_2: Oh, no, that's the name of the company I work for.

Speaker speaker\_1: Okay. So are you not working through a staffing or temp agency?

Speaker speaker\_2: No. No, ma'am.

Speaker speaker\_1: Oh, okay. Then it's possible we had a wrong number. This is just in-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... in the event that you're working through, like, a temporary or a staffing agency.

Speaker speaker\_2: Oh, okay. Okay. Sorry about that.

Speaker speaker\_1: No worries. You have a wonderful day.

Speaker speaker\_2: You too. Bye.

Speaker speaker\_1: Bye.