

Transcript: VICTORIA

Taylor-5916104401666048-6128693270331392

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? I am calling because I received a text message saying I need to enroll in benefits. Okay. What's the name of the agency you work for? Um... Uh... Was it ... I can't remember. Hmm. Okay. I, I would need to know the name of the agency you work through. It's, uh... I forgot. I'll call you back. Thank you.

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: I am calling because I received a text message saying I need to enroll in benefits.

Speaker speaker_1: Okay. What's the name of the agency you work for?

Speaker speaker_2: Um... Uh... Was it ... I can't remember. Hmm.

Speaker speaker_1: Okay. I, I would need to know the name of the agency you work through.

Speaker speaker_2: It's, uh... I forgot. I'll call you back. Thank you.