

## **Transcript: VICTORIA**

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### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. All right. This is Victoria. How can I help you? Hey, I was calling about this benefit. They were talking about enrolling in benefit. Okay. And what's the name of the, uh, agency you work for? Uh, pardon? Do I have to enroll? No, ma'am, you don't. This is just in ca- we want the benefits. Okay. No, I don't wanna enroll. Okay, you have a good day. You too. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: All right. This is Victoria. How can I help you?

Speaker speaker\_2: Hey, I was calling about this benefit. They were talking about enrolling in benefit.

Speaker speaker\_1: Okay. And what's the name of the, uh, agency you work for?

Speaker speaker\_2: Uh, pardon? Do I have to enroll?

Speaker speaker\_1: No, ma'am, you don't. This is just in ca- we want the benefits.

Speaker speaker\_2: Okay. No, I don't wanna enroll.

Speaker speaker\_1: Okay, you have a good day.

Speaker speaker\_2: You too. Bye-bye.