**Transcript: Malcolm** 

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## **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits in the Car. This is Malcolm. How can I help you? Hi, this is... I'm Wyatt Boerboom. Um, so I, I recently just started at DTC. Okay. Are you, are you familiar with that? You mean ATC? Uh, uh, DTC. Oh, Focus Works Management? Um... Focus Workforce Management? I, I don't know. Um, I'll, uh, I, I apologize. I'm gonna, I'm gonna call my employer back real quick and then w- we'll see... Okay. I, I apologize. Bye.

## **Conversation Format**

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

Speaker speaker\_1: Thanks for calling Benefits in the Car. This is Malcolm. How can I help you?

Speaker speaker\_2: Hi, this is... I'm Wyatt Boerboom. Um, so I, I recently just started at DTC.

Speaker speaker\_1: Okay.

Speaker speaker\_2: Are you, are you familiar with that?

Speaker speaker\_1: You mean ATC?

Speaker speaker\_2: Uh, uh, DTC.

Speaker speaker\_1: Oh, Focus Works Management?

Speaker speaker\_2: Um...

Speaker speaker\_1: Focus Workforce Management?

Speaker speaker\_2: I, I don't know. Um, I'll, uh, I, I apologize. I'm gonna, I'm gonna call my employer back real quick and then w- we'll see... Okay. I, I apologize. Bye.