

## **Transcript: VICTORIA**

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### **Full Transcript**

I got a home message. Thank you for calling Benefits on a Card h. This is Victoria. How can I help you? Yes, I'm calling... Um, someone called my number and left a message. Now, who are you? What company are you? This is Benefits on a Card. How do you... Okay. Is this for your insurance or something? Yes. If you work here, like a staffing or a temp agency. Oh, no, I don't. So okay, so I'm just calling back. I'm thinking they called the wrong number or something. Yeah, because I... I don't know. Yeah. Okay. All righty. Do you need help with anything else? No, I don't. I just was calling back just to see exactly who was calling me. Okay, thank you. Thank you. Bye-bye. Bye.

### **Conversation Format**

Speaker speaker\_0: I got a home message.

Speaker speaker\_1: Thank you for calling Benefits on a Card h. This is Victoria. How can I help you?

Speaker speaker\_0: Yes, I'm calling... Um, someone called my number and left a message. Now, who are you? What company are you?

Speaker speaker\_1: This is Benefits on a Card.

Speaker speaker\_0: How do you... Okay. Is this for your insurance or something?

Speaker speaker\_1: Yes. If you work here, like a staffing or a temp agency.

Speaker speaker\_0: Oh, no, I don't. So okay, so I'm just calling back. I'm thinking they called the wrong number or something. Yeah, because I... I don't know. Yeah. Okay.

Speaker speaker\_1: All righty. Do you need help with anything else?

Speaker speaker\_0: No, I don't. I just was calling back just to see exactly who was calling me. Okay, thank you.

Speaker speaker\_1: Thank you. Bye-bye.

Speaker speaker\_0: Bye.