

Transcript: VICTORIA

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. This is 24, this is Victoria. How can I help you? Hi, Victoria. Um, I was calling to see if I could get, um, the open enrollment packet? Do you mean like, um, the, the benefits guide for your employer that goes over, like- Yeah. ... all the plans? Yes. Okay. What's the name of the, uh, agency that you work for? MAU. All right, give me one second. Uh, what would be a good email to send that to? Um, Harris, H-A-R-R-I-S T-I-E-S-E, so it's harrisTiese@bfusa.com. Okay, so I have Harris and then T-I-E-S-E at bfusa.com? Okay. So it's kind of going in and out. Would you mind repeating it again? I'm sorry. You're fine. Um, so I have Harris, H-A-R-R-I-S, and then T-I-E-S-E. Okay. At bf, uh, usa.com? Yes, ma'am. Okay. All righty, I will send that information to you there. Do you need help with anything else? Um, nope, that should be all for now. All righty. Thank you. You have a wonderful night. You too. Bye-bye. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: This is 24, this is Victoria. How can I help you?

Speaker speaker_2: Hi, Victoria. Um, I was calling to see if I could get, um, the open enrollment packet?

Speaker speaker_1: Do you mean like, um, the, the benefits guide for your employer that goes over, like-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... all the plans?

Speaker speaker_2: Yes.

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

Speaker speaker_2: MAU.

Speaker speaker_1: All right, give me one second. Uh, what would be a good email to send that to?

Speaker speaker_2: Um, Harris, H-A-R-R-I-S T-I-E-S-E, so it's harrisTiese@bfusa.com.

Speaker speaker_1: Okay, so I have Harris and then T-I-E-S-E at bfusa.com? Okay.

Speaker speaker_2: So it's kind of going in and out. Would you mind repeating it again? I'm sorry.

Speaker speaker_1: You're fine. Um, so I have Harris, H-A-R-R-I-S, and then T-I-E-S-E.

Speaker speaker_2: Okay.

Speaker speaker_1: At bf, uh, usa.com?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. All righty, I will send that information to you there. Do you need help with anything else?

Speaker speaker_2: Um, nope, that should be all for now.

Speaker speaker_1: All righty.

Speaker speaker_2: Thank you.

Speaker speaker_1: You have a wonderful night.

Speaker speaker_2: You too. Bye-bye. Thank you.

Speaker speaker_1: Bye-bye.