

## **Transcript: VICTORIA**

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### **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 received a call from you, I was just returning a call. Okay. Um, did they leave a voicemail or...? No. I don't have... Uh, my voicemail is in-activated. Okay. Um, well, we administer medical insurance for staffing agencies, so this would be for the medical insurance. Right. All right. Well, we know you just, uh, had, um, one call with uh... Was there any particular name you were looking for? I'm not sure who called you specifically. We work for multiple staffing agencies throughout the states. Right. And I know s- some of the calls are automated. Right. All right. Well, hey, I'm sorry I missed your call, if I picked up the phone the call would be still answered. Okay. Did you need help- Thank you. ... with anything else?

### **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 received a call from you, I was just returning a call.

Speaker speaker\_1: Okay. Um, did they leave a voicemail or...?

Speaker speaker\_2: No. I don't have... Uh, my voicemail is in-activated.

Speaker speaker\_1: Okay. Um, well, we administer medical insurance for staffing agencies, so this would be for the medical insurance.

Speaker speaker\_2: Right. All right. Well, we know you just, uh, had, um, one call with uh... Was there any particular name you were looking for?

Speaker speaker\_1: I'm not sure who called you specifically. We work for multiple staffing agencies throughout the states.

Speaker speaker\_2: Right.

Speaker speaker\_1: And I know s- some of the calls are automated.

Speaker speaker\_2: Right. All right. Well, hey, I'm sorry I missed your call, if I picked up the phone the call would be still answered.

Speaker speaker\_1: Okay. Did you need help-

Speaker speaker\_2: Thank you.

Speaker speaker\_1: ... with anything else?