

## **Transcript: VICTORIA**

**Taylor-5874103455006720-6337635854270464**

### **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? Hi, Victoria. Um, this is Sybil Davis. I was, uh, just recently onboarded and I wanted to find out about the, um, I guess the training online. I don't know if that's your department or a different one, but I got this number from an email that they sent me. Uh, yeah. So we only do, like, the, uh, medical insurance. I'm not sure who you would contact for training. Oh, okay. Okay. No problem. There's another number here. I may have mixed it up. Okay. All right. Thank you. You're welcome. Have a good day. Uh-huh. Bye-bye.

### **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: Hi, Victoria. Um, this is Sybil Davis. I was, uh, just recently onboarded and I wanted to find out about the, um, I guess the training online. I don't know if that's your department or a different one, but I got this number from an email that they sent me.

Speaker speaker\_1: Uh, yeah. So we only do, like, the, uh, medical insurance. I'm not sure who you would contact for training.

Speaker speaker\_2: Oh, okay. Okay. No problem. There's another number here. I may have mixed it up.

Speaker speaker\_1: Okay.

Speaker speaker\_2: All right. Thank you.

Speaker speaker\_1: You're welcome. Have a good day.

Speaker speaker\_2: Uh-huh. Bye-bye.