

## **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? Hello. Can you help, uh, help .....? How can I help you? You speak French? Uh, no, sir. I, I speak English. Ah, okay. My English is no good. I'll speak a little bit. Yeah, we only have English and Spanish representatives. Oh, okay. Sorry.....

### **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: Hello. Can you help, uh, help .....?

Speaker speaker\_1: How can I help you?

Speaker speaker\_2: You speak French?

Speaker speaker\_1: Uh, no, sir. I, I speak English.

Speaker speaker\_2: Ah, okay. My English is no good. I'll speak a little bit.

Speaker speaker\_1: Yeah, we only have English and Spanish representatives.

Speaker speaker\_2: Oh, okay. Sorry.....