

## Transcript: VICTORIA

**Taylor-6448526635352064-4932239568453632**

### Full Transcript

Thank you for calling Benefits Empire, this is Victoria, how can I help you? I, I don't know if it was you I just spoke with or exactly who it was, but I just called in about uh, Ben... fize, so I can, um, determine whether or not, uh, I want to sign up for benefits, uh, in the next 30 days. And there was supposed to be a PDF attached to the email that I received and there, I, I couldn't find the PDF. Okay, uh- It wasn't attached to the email. What's the name of your employer? Uh, MAU Staff, MAU Solutions. Okay. And your email address?

Jonesp96@gmail.com. Okay. I believe it may have been me. Uh, give me one second, I have been having issues with it attaching, uh, things- Okay. ... to email. Let's see. You said it's MAU? Yes. Okay. And just to make sure, email is jones and then sp96@gmail? Yes. Because I definitely got the email, I just didn't get the PDF part. Hello? Hello? Yeah, I'm still here. Give me one second. Okay. Sorry. My phone cuts out- You're good. ... sometimes when I'm walking through the house, so I was making sure. Gotcha. All right. I believe I just re-sent it with the PDF, uh, so you should get it here in a few seconds. Do you mind checking? Yeah, I'll, uh... Think I just got it. Uh, yeah, I've got the PDF. Okay. Awesome. All righty. Thank you. You're welcome. You have a wonderful day. Bye.

### Conversation Format

Speaker speaker\_0: Thank you for calling Benefits Empire, this is Victoria, how can I help you?

Speaker speaker\_1: I, I don't know if it was you I just spoke with or exactly who it was, but I just called in about uh, Ben... fize, so I can, um, determine whether or not, uh, I want to sign up for benefits, uh, in the next 30 days. And there was supposed to be a PDF attached to the email that I received and there, I, I couldn't find the PDF.

Speaker speaker\_0: Okay, uh-

Speaker speaker\_1: It wasn't attached to the email.

Speaker speaker\_0: What's the name of your employer?

Speaker speaker\_1: Uh, MAU Staff, MAU Solutions.

Speaker speaker\_0: Okay. And your email address?

Speaker speaker\_1: Jonesp96@gmail.com.

Speaker speaker\_0: Okay. I believe it may have been me. Uh, give me one second, I have been having issues with it attaching, uh, things-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... to email. Let's see. You said it's MAU?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. And just to make sure, email is jones and then sp96@gmail?

Speaker speaker\_1: Yes. Because I definitely got the email, I just didn't get the PDF part. Hello? Hello?

Speaker speaker\_0: Yeah, I'm still here. Give me one second.

Speaker speaker\_1: Okay. Sorry. My phone cuts out-

Speaker speaker\_0: You're good.

Speaker speaker\_1: ... sometimes when I'm walking through the house, so I was making sure.

Speaker speaker\_0: Gotcha. All right. I believe I just re-sent it with the PDF, uh, so you should get it here in a few seconds. Do you mind checking?

Speaker speaker\_1: Yeah, I'll, uh... Think I just got it. Uh, yeah, I've got the PDF.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Awesome.

Speaker speaker\_0: All righty.

Speaker speaker\_1: Thank you.

Speaker speaker\_0: You're welcome. You have a wonderful day.

Speaker speaker\_1: Bye.