00:00:00.000 --> 00:00:02.030  
Kashetti Prashanth  
Welcome to celebrate tech.

00:00:02.780 --> 00:00:04.710  
Kashetti Prashanth  
IVR automation demo.

00:00:05.640 --> 00:00:07.620  
Manuj Kumar Joshi  
Hello. Hi, how are you?

00:00:08.880 --> 00:00:12.010  
Kashetti Prashanth  
I'm fine. Thank you for calling CT.

00:00:12.730 --> 00:00:13.790  
Kashetti Prashanth  
Health insurance.

00:00:14.500 --> 00:00:17.540  
Kashetti Prashanth  
My name is Prashanth, how can I help you today?

00:00:20.660 --> 00:00:26.550  
Manuj Kumar Joshi  
I haven't health policy with you. I wanted to know when do I need to renew the policy.

00:00:28.120 --> 00:00:30.180  
Kashetti Prashanth  
Of course I can do that.

00:00:31.820 --> 00:00:39.910  
Kashetti Prashanth  
Could you please confirm few details before I give you the necessary information? Could you please tell me your registered mobile number?

00:00:41.040 --> 00:00:45.540  
Manuj Kumar Joshi  
Yeah, sure, 999-666-8887.

00:00:49.590 --> 00:00:55.010  
Kashetti Prashanth  
I can't confirm that you have active health insurance policy with us.

00:00:56.170 --> 00:01:00.080  
Kashetti Prashanth  
Can you confirm your name and date of birth for authentication?

00:01:01.100 --> 00:01:06.350  
Manuj Kumar Joshi  
Sure. My name is Manoj and my date of birth is 20 June 1999.

00:01:09.620 --> 00:01:11.070  
Kashetti Prashanth  
Thanks for confirmation.

00:01:12.030 --> 00:01:18.460  
Kashetti Prashanth  
I can see that your policy is due for the renewal on 25th August 2021, which is in.

00:01:19.430 --> 00:01:20.560  
Kashetti Prashanth  
Two weeks from now.

00:01:21.410 --> 00:01:26.130  
Kashetti Prashanth  
You can renew either for one year or two years. The one year option is.

00:01:27.690 --> 00:01:29.010  
Kashetti Prashanth  
2020.

00:01:29.970 --> 00:01:31.340  
Kashetti Prashanth  
And do your option is.

00:01:33.240 --> 00:01:34.760  
Kashetti Prashanth  
3690.

00:01:37.210 --> 00:01:39.020  
Manuj Kumar Joshi  
I want to go for two.

00:01:39.720 --> 00:01:41.250  
Manuj Kumar Joshi  
Uh tenure option.

00:01:47.900 --> 00:01:50.530  
Kashetti Prashanth  
Would you like me to generate a payment link?

00:01:51.450 --> 00:01:53.200  
Kashetti Prashanth  
For renewal of this option.

00:01:54.670 --> 00:01:55.480  
Manuj Kumar Joshi  
Yeah, sure.

00:02:01.100 --> 00:02:04.090  
Kashetti Prashanth  
Sure, I will share the link with you shortly.

00:02:10.620 --> 00:02:15.210  
Manuj Kumar Joshi  
I have a doubt. Will this policy cover my family as well?

00:02:18.100 --> 00:02:18.460  
Kashetti Prashanth  
Yes.

00:02:19.510 --> 00:02:24.420  
Kashetti Prashanth  
Your current policy covers you, your spouse, and your parent.

00:02:28.530 --> 00:02:31.620  
Manuj Kumar Joshi  
OK. Can you send me the payment link?

00:02:33.230 --> 00:02:38.870  
Kashetti Prashanth  
Of course you will receive a payment link on your registered mobile number and email address.

00:02:40.540 --> 00:02:41.050  
Manuj Kumar Joshi  
Thank you.