formaat:

(“**source**-head-sentence-ID”:..., “**source**-head-word-ID”:...) ,

“**relation-type**”: … ,

(“**target**-head-sentence-ID”:... , “**target**-word-ID”:...)

* (1,1) “uses” (1,[2,3])
* (1,1) “actor recipient” (1,[4,5])
* (1,1) “flow” (2,0)
* (2,0) “flow” (2,1)
* (2,0) “same gateway” (3,0)
* (2,0) “same gateway” (4,0)
* (2,1) “flow” (2,6)
* (2,6) “actor performer” (2,[4,5])
* (2,6) “uses” (2,[7,8,9])
* (2,6) “flow” (5,0)
* (3,0) “flow” (3,1)
* (3,1) “flow” (3,11)
* (3,11) “actor performer” (3,[8,9])
* (3,11) “uses” (3,[12,13,14])
* (3,11) “flow” (5,0)
* (4,0) “flow” (4,1)
* (4,1) “flow” (4,11)
* (4,11) “actor performer” (4,[9,10])
* (4,11) “uses” (4,[12,13,14,15])
* (4,11) “flow” (5,0)
* (5,0) “flow” (6,0)
* (5,7) “actor performer” (5,[5,6])
* (5,7) “uses” (5,[8,9])
* (5,7) “flow” (7,0)
* (6,0) “flow” (5,7)
* (6,0) “flow” (6,4)
* (6,4) “actor performer” (6,[2,3])
* (6,4) “uses” (6,[5,6])
* (6,4) “flow” (7,0)
* (7,0) “flow” (7,8)
* (7,8) “actor performer” (7,[6,7])
* (7,8) “uses” (7,[9,10])
* (7,8) “further specification” (7,[11,12,13,14,15,16,17,18])
* (7,8) “flow” (8,11)
* (8,11) “actor performer” (8,[9,10])
* (8,11) “uses” (8,[12,13,14])
* (8,11) “flow” (9,6)
* (9,6) “further specification” (9,5)
* (9,6) “uses” (9,[7,8])

FULL FORMAT

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FULL FORMAT (only heads)

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PET FORMAT relations:

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"At", "Zarkan", "Industries", ",", "customer", "satisfaction", "is", "of", "paramount", "importance", ",", "and", "this", "is", "reflected", "in", "the", "streamlined", "complaint", "handling", "process", ".",

"Upon", "receiving", "a", "complaint", "the", "CSR", "handles", "the", "complaint", ".",

"For", "phone", "calls", ",", "the", "CSR", "records", "the", "call", "details", ".",

"For", "in-person", "complaints", "at", "the", "service", "desk", ",", "the", "CSR", "carefully", "documents", "the", "customer's", "concerns", ".",

"When", "the", "complaint", "is", "received", "as", "a", "letter", ",", "the", "CSR", "notes", "the", "letter's", "receipt", "date", ".",

"After", "registering", "the", "complaint", ",", "the", "CSR", "analyzes", "the", "complaint", "to", "understand", "its", "nature", "and", "underlying", "issues", ".",

"Meanwhile", ",", "the", "CSR", "consults", "other", "departments", "about", "the", "complaint", ".",

"Once", "the", "analysis", "is", "complete", ",", "the", "CSR", "resolves", "the", "complaint", "based", "on", "the", "findings", "and", "the", "company's", "policies", ".",

"After", "resolving", "the", "complaint", "to", "the", "customer's", "satisfaction", ",", "the", "CSR", "archives", "the", "complaint", "details", "for", "record-keeping", ",", "ensuring", "all", "actions", "taken", "are", "documented", "in", "accordance", "with", "privacy", "and", "regulatory", "standards", ".",

"The", "final", "step", "is", "to", "formally", "close", "the", "complaint", "."

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