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| **Script** | **Speech To Text** |
| ring ring...ring ring...ring ring...  Hello, Diamonds Galore, this is Peter speaking  Hi there Peter.  How may I be of help to you today?  Yes, this is Ms. Janice Anderson calling. May I speak to Mr. Franks, please?  I'm afraid Mr. Franks is out of the office at the moment.  Is that so, who is the line that I can talk to for now?  I, Ma’am, Peter here. Would you like me to take a message?  Uhm...actually, this call is rather urgent. We spoke yesterday about a delivery problem that Mr. Franks mentioned. Did he leave any information with you?  As a matter of fact, he did leave information to tell you. He said that a representative from your company might be calling. He also asked me to ask you a few questions...  Great, I'd love to see this problem resolved as quickly as possible.  I hope it can resolve the thing that is giving hinderance to your shipment.  Well, we still haven't received the shipment of earrings that was supposed to arrive last Tuesday.  Yes, I'm terribly sorry about that. In the meantime, I've spoken with our delivery department and they assured me that the earrings will be delivered by tomorrow morning.  Excellent, I'm sure Mr. Franks will be pleased to hear that.  Yes, the shipment was delayed from France. We weren't able to send it along until this morning.  I see. Mr. Franks also wanted to schedule a meeting with you later this week.  Certainly, what is he doing on Thursday afternoon?  I'm afraid he's meeting with some clients out of town. How about Thursday morning?  Unfortunately, I'm seeing someone else on Thursday morning. Is he doing anything on Friday morning?  No, it looks like he's free then.  Great, should I come by at 9?  Well, he usually holds a staff meeting at 9. It only lasts a half-hour or so. How about 10?  Yes, 10 would be great.  OK, I'll schedule that. at 10, Friday Morning...Is there anything else I can help you with?  No, I think that's everything. Thank you for your help  Are you sure you won’t need any help?  For now, that’s all. Thank you again. Goodbye.  Goodbye. | ring ring  hello diamonds color this peter speaking  of help to you today  as a matter of fact, he did leave information to tell you I said that a representative from your company might be calling  you also asked me to ask you a few questions  I’d love to see this problem is a as quickly as possible  I hope it can resolve that thing that is giving hindrance to your shipment  still still haven't receive the shipment of air that was supposed to arrive last Tuesday morning  excellent I’m sure mr franks will be pleased to hear that  until this morning  well equally holds a staff meeting at 900 it only lasts a half hour or so how about 10  would be ok  i'll schedule that this anderson at 1005 they morning is there anything else i can help you with  everything you for  sure you won't need any help |

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| **Accuracy** | **Percent** |
| 141/364 | 38.74% |