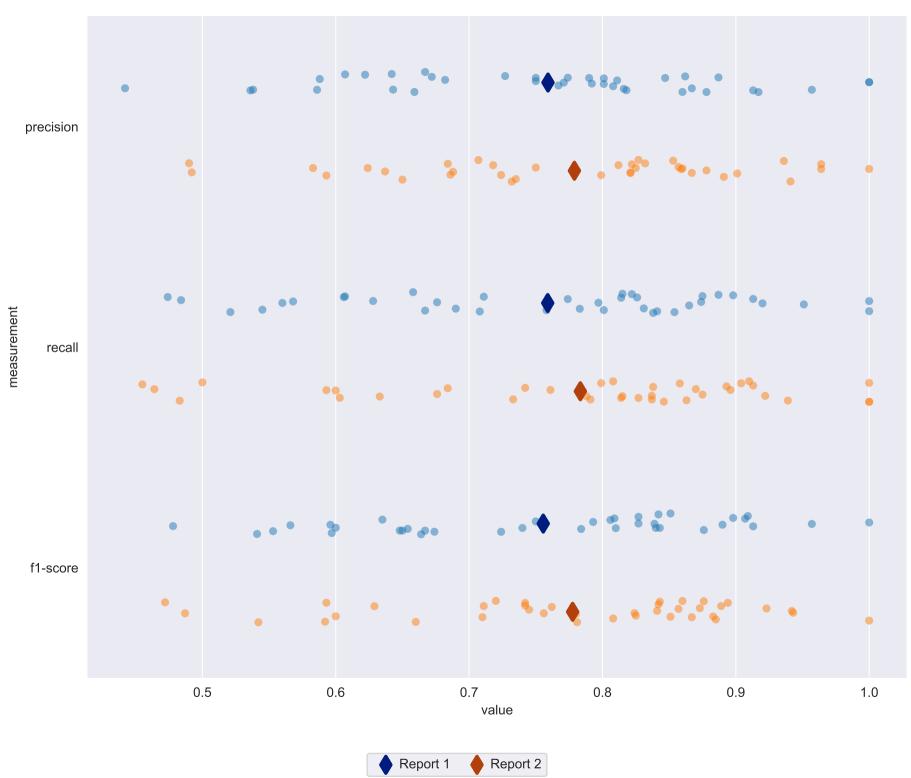


## **Intent Accuracy Mean Comparison**



**Intent Confusion Improvement Matrix** -1 affirm 0 0 0 0 0 balance\_eip -3 bill\_general 0 0 3 bill\_pay bill\_shock bill\_view broken 0 closing deny 0 end\_conversation greeting line\_add -3 line\_add\_byo line\_suspend 0 lost\_phone main\_menu -2 manage\_plan 0 0 0 0 order\_status -3 out\_of\_scope -2 -2 -3 -1 -2 -2 -2 out\_of\_scope\_tmo intended pa\_cannot\_pay 0 0 0 0 -2 pa\_change\_dates 2 -3 0 0 pa\_create 0 -3 0 pa\_edit\_cancel pa\_update\_payment pa\_view\_existing payment\_processing plan\_addons plan\_compare 0 plan\_review self\_service setup\_autopay shop\_device shop\_device\_apple speak\_spanish 0 thank tmo\_out\_of\_scope 0 0 transfer\_to\_expert 0 0 -2 -2 tvision 0 -1 0 -1 0 0 0 0 why 0 0 0 0 -3 0 worry\_shutoff bill\_shock bill\_view broken tvision worry\_shutoff affirm line\_add transfer\_to\_expert balance\_eip bill\_pay closing deny line\_suspend order\_status shop\_device shop\_device\_apple tmo\_out\_of\_scope line\_add\_byo main\_menu manage\_plan out\_of\_scope out\_of\_scope\_tmo pa\_change\_dates pa\_create pa\_update\_payment pa\_view\_existing plan\_addons plan\_compare plan\_review self\_service setup\_autopay bill\_general end\_conversation greeting lost\_phone pa\_cannot\_pay pa\_edit\_cancel payment\_processing speak\_spanish

predicted

