Report 2 Intent Errors

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text	intent	intent_prediction	confidence
More a less	affirm	transfer_to_expert	1.0
ok friend	affirm	out_of_scope	1.0
Sweet!	affirm	out_of_scope	1.0
k	affirm	out_of_scope	1.0
ook	affirm	out_of_scope	0.999
i want that	affirm	out_of_scope	0.999
lets do this	affirm	broken	0.999
lets do it	affirm	broken	0.999
kk	affirm	out_of_scope	0.998
done	affirm	deny	0.998
jo	affirm	out_of_scope	0.997
hm, i'd like that	affirm	out_of_scope	0.983
yeah, why not	affirm	why	0.977
ok, I behave now	affirm	out_of_scope	0.972
fuck yeah!	affirm	out_of_scope	0.954
uh-huh	affirm	greeting	0.953
not bad	affirm	broken	0.884
Ok let's start	affirm	worry_shutoff	0.879
how nice!	affirm	out_of_scope	0.87
yep, will do thank you	affirm	thank	0.869
top	affirm	main_menu	0.866
that's correct	affirm	bill_shock	0.682
perfect	affirm	transfer_to_expert	0.674
cool story bro	affirm	shop_device_apple	0.586
considering	affirm	bill_general	0.579
really	affirm	deny	0.562
fair enough	affirm	pa_create	0.557

text	intent	intent_prediction	confidence
absolutely	affirm	deny	0.524
si	affirm	greeting	0.487
a little	affirm	out_of_scope	0.382
What is the balance of my devices	balance_eip	bill_view	0.997
is it paid in full	balance_eip	pa_cannot_pay	0.913
Payoff figure for phone associated with	balance_eip	transfer_to_expert	0.852
I would like to pay my second pay arrangement installemnt on my phone right now	balance_eip	bill_pay	0.806
how much do I owe on the phone	balance_eip	bill_view	0.781
did I pay off the watch on my account	balance_eip	bill_pay	0.703
wanted to know the equipment total price what would the bill be	balance_eip	bill_view	0.701
What is my pay off balance	balance_eip	bill_pay	0.662
no I don't want to know about my bill I just want to know on the watch how much is my balance	balance_eip	bill_general	0.599
not my bill a phone payment	balance_eip	bill_pay	0.579
when can I pay off the difference between the trade in	balance_eip	shop_device_apple	0.572
Need to talk to customer support for billing	bill_general	transfer_to_expert	1.0
bill	bill_general	bill_view	0.994
I just want to know what the $20 charge is for.	bill_general	bill_pay	0.942
I need to know why my bill didn't went down if I already pay my phone completely	bill_general	balance_eip	0.925
note on my bill	bill_general	bill_view	0.922
troubleshooting my bill	bill_general	pa_edit_cancel	0.918
having questions about my bill	bill_general	pa_create	0.912
more information on my monthly bill	bill_general	bill_view	0.884
I don't understand the charges on my bill	bill_general	bill_shock	0.8
I received a message about 3rd party billing I never oked that	bill_general	payment_processing	0.741
I was charged twice for thus months bill	bill_general	payment_processing	0.736
But I would like to know why I'm paying 277	bill_general	bill_pay	0.697
Nah I just wanna know what all the hidden fees are	bill_general	greeting	0.388

text	intent	intent_prediction	confidence
what is my bill status?	bill_general	bill_view	0.319
Can I pay the first half of the payment agreement days before the due date of October 9th?	bill_pay	pa_change_dates	1.0
Can you charge my visa on 9/14 for the $133.79 that was due 9/13?	bill_pay	pa_edit_cancel	0.997
I want to pay today, not tomorrow	bill_pay	pa_cannot_pay	0.991
I was wondering if I could still make that payment arrangement	bill_pay	pa_create	0.986
need to pay off my balance	bill_pay	balance_eip	0.985
Make 1st installment	bill_pay	balance_eip	0.977
I would like to pay the amount that's schedule for 10/5	bill_pay	pa_edit_cancel	0.974
pay off my balance	bill_pay	balance_eip	0.969
I'd like to make my payment for my payment plan	bill_pay	pa_create	0.835
I would like to pay my bill using a one time credit card.	bill_pay	pa_update_payment	0.805
Make the 1st payment today while the funds are in the acct	bill_pay	pa_cannot_pay	0.717
I was notified I have to make immediate payment	bill_pay	line_suspend	0.646
can I pay off the total balance of my arrangement?	bill_pay	balance_eip	0.619
I will make a payment on it before closing	bill_pay	pa_edit_cancel	0.577
The 78.28 that is due October 7th, could I pay that now?	bill_pay	pa_edit_cancel	0.551
I'm Trying To Pay The 30 Dollars Do today.	bill_pay	pa_cannot_pay	0.416
Make that pmt	bill_pay	pa_cannot_pay	0.416
I need to make a payment. The mastercard on file declined yesterday	bill_pay	pa_update_payment	0.304
one time payment	bill_pay	pa_cannot_pay	0.278
don't understand half the charges on my bill	bill_shock	bill_general	0.978
unexplained charges on my monthly bill	bill_shock	bill_view	0.959
i need a billing specialist to explain a charge on my bill	bill_shock	bill_general	0.717
I just want to know why I am paying more than I did last month.	bill_shock	payment_processing	0.702
my bill isn't correct	bill_shock	bill_view	0.608
Charging unnecessary amounts	bill_shock	payment_processing	0.463
this bill is more than you promised when I signed up	bill_shock	out_of_scope_tmo	0.292

text	intent	intent_prediction	confidence
I looked at the bill to see why it was almost $100 more	bill_shock	bill_general	0.283
monthly total bill	bill_view	bill_general	0.998
explain my bill	bill_view	bill_shock	0.981
what amount should I be paying?	bill_view	bill_pay	0.975
What is currently balance that I need to pay	bill_view	pa_edit_cancel	0.833
how much do I have to pay?	bill_view	balance_eip	0.777
I much I have to pay?	bill_view	balance_eip	0.438
Hi. I have some questions regarding my balance.	bill_view	greeting	0.432
what do I owe tmobile?	bill_view	out_of_scope	0.421
Just wanna know the amount owed for 314-971-2781	bill_view	out_of_scope_tmo	0.418
checking to see the status of my bill	bill_view	order_status	0.374
line by line of my bill	bill_view	bill_general	0.329
it's broken	broken	out_of_scope	1.0
Can I do this over phone	broken	shop_device	0.999
I'm unable to add a payment for the payment arrangement I'm setting up	broken	pa_cannot_pay	0.997
it wont let me change the card holders name	broken	pa_update_payment	0.995
I can't edit right now	broken	out_of_scope	0.968
I cannot enter my payment method	broken	pa_update_payment	0.93
I don't see anything	broken	deny	0.913
This didn't help it's still not letting me change the card	broken	payment_processing	0.852
I touched it but it keeps bringing me back to this page I can't see the bill	broken	line_add_byo	0.842
It's telling me i can't change it	broken	pa_change_dates	0.805
It won't let me edit my card information. Can you take my information and process payment for my account?	broken	pa_update_payment	0.801
bad page	broken	affirm	0.649
Is the site having trouble? I can't login to bill pay	broken	pa_cannot_pay	0.546
Nothing is available	broken	transfer_to_expert	0.495
I'm trying something is wrong with the site	broken	manage_plan	0.493

text	intent	intent_prediction	confidence
I am roming	broken	bill_shock	0.485
Connection is week	broken	out_of_scope_tmo	0.406
Frozen	broken	greeting	0.399
It says I'm not eligible for a new payment arrangement	broken	pa_create	0.344
Help \nIt won't go threw	broken	pa_view_existing	0.301
Payment arrangements is just spinning around	broken	speak_spanish	0.222
I do not understand. I need help	button_need_help	deny	0.343
view billing & payment options	button_payment_options	payment_processing	0.779
You do the same	closing	out_of_scope	1.0
Have a good morning	closing	greeting	0.999
All is good now, thanks!	closing	thank	0.996
That is all	closing	thank	0.97
Take care!	closing	transfer_to_expert	0.825
you solved my problem	closing	why	0.825
I'm glad you were able to help me	closing	button_need_help	0.638
Have a great evening	closing	greeting	0.552
Not satisfied at all with u our service.	closing	transfer_to_expert	0.544
That will be all for today.	closing	thank	0.445
Great customer service as always	closing	transfer_to_expert	0.43
it sux	deny	affirm	1.0
nehi	deny	greeting	0.969
never mind	deny	out_of_scope	0.89
i'm afraid not	deny	balance_eip	0.681
I don't want an arrangement	deny	pa_create	0.547
it sucks	deny	closing	0.504
hola	greeting	speak_spanish	1.0
yo!	greeting	affirm	1.0

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text	intent	intent_prediction	confidence
what's good	greeting	affirm	0.985
good evening	greeting	closing	0.956
Aloha	greeting	closing	0.903
Greetings	greeting	affirm	0.896
Hi I have a problem	greeting	why	0.884
Top of the morning to you!	greeting	out_of_scope	0.678
Is the deal for iPhone 7 trade in for iPhone 11 $500 still available. Just open new line and no porting?	line_add	shop_device_apple	0.979
Can I get my aunt a new phone on my account?	line_add	shop_device	0.963
2 lines with 12pro	line_add	shop_device_apple	0.929
want to buy a phone for a new line	line_add	line_add_byo	0.707
want to buy a device for a new line	line_add	line_add_byo	0.689
How much for 1 line of service	line_add	manage_plan	0.634
I'm eligible to trade in my iPhone 8 for the iPhone 11 on us offer with activating a new line?	line_add	out_of_scope_tmo	0.58
I am going to add my wife to my new plan.	line_add	manage_plan	0.542
I am looking to put four people on a plan with four new phones	line_add	manage_plan	0.524
if i have 2 lines and add a 3rd what is the cost	line_add	shop_device	0.473
can I get my mom a phone on my account?	line_add	order_status	0.438
new service	line_add	out_of_scope_tmo	0.427
I want to learn more about post paid plans	line_add	lost_phone	0.329
I need a line for my son he doesn't ahve a phone	line_add	greeting	0.21
Buy a phone for a new line	line_add_byo	line_add	0.998
New line new device	line_add_byo	line_add	0.995
If I purchase a Galaxy Note 10 + 5 G to the Samsung website unlocked can I use it on my T-Mobile account	line_add_byo	shop_device	0.983
I'm already a member and like to add a phone I have already with free line. At times I can let my dad use when he goes out	line_add_byo	line_add	0.834
can I activate my old iphone 7 on a new line?	line_add_byo	out_of_scope_tmo	0.8
Need a price on 1 line unlimited and I have a phone.	line_add_byo	line_add	0.731
bringing my device from verizon	line_add_byo	transfer_to_expert	0.718

text	intent	intent_prediction	confidence
I wanna switch from a t & t can I use my same phone?	line_add_byo	manage_plan	0.648
cost to add (port a land line) as a 4th line to our account (bringing own device).	line_add_byo	line_add	0.604
How much to start a new line if I already have a phone?	line_add_byo	line_add	0.493
come to tmobile but keep my phone and number	line_add_byo	worry_shutoff	0.433
Remove a line	line_suspend	transfer_to_expert	1.0
How do I cancel my service	line_suspend	transfer_to_expert	1.0
I like to freeze a line	line_suspend	line_add	0.991
cut off a line	line_suspend	line_add	0.966
I need to take a phone line off of my account	line_suspend	line_add	0.791
I need to cut a line off my account	line_suspend	worry_shutoff	0.549
I was wondering if I could pause my service until Wednesday	line_suspend	transfer_to_expert	0.275
I misplaced my phone	lost_phone	order_status	0.996
I need my billing date for the 1 of each month	lost_phone	pa_change_dates	0.994
It's only giving me to the 14th is there a way I can put my bill on the 15th every month	lost_phone	pa_change_dates	0.98
I changed the payment but it won't let me add back auto pay	lost_phone	setup_autopay	0.861
I lost my sim card	lost_phone	pa_update_payment	0.828
reported my watch stolen but because I didn't give them the exact date they can't replace	lost_phone	pa_edit_cancel	0.569
can't find my s10	lost_phone	bill_view	0.464
Can't pind my phone	lost_phone	order_status	0.45
go back to top	main_menu	out_of_scope	0.992
Go back to devices menu	main_menu	shop_device	0.514
Can I get tvision with my plan	manage_plan	tvision	0.999
can I get netflix on us	manage_plan	plan_addons	0.998
i got a promotion by mail fir 55+ can i do it online or do i have to call	manage_plan	transfer_to_expert	0.994
do I qualify for gogo in flight internet	manage_plan	out_of_scope_tmo	0.974
What is my data limit on this phone line?	manage_plan	line_add	0.925
dO YOU HAVE A PHON EAND PLAN THAT IS NO MORE THAN 25 A MONTH?	manage_plan	shop_device	0.554

text	intent	intent_prediction	confidence
what does my t-mobile service come with	manage_plan	line_add	0.472
Looking for information for phone service offered by t mobile	manage_plan	out_of_scope_tmo	0.464
What different types of plans do you offer?	manage_plan	pa_update_payment	0.444
i was wondering is there a way thru my plan to watch CBS channel 2	manage_plan	transfer_to_expert	0.299
I would like to know how I can change my sprint account to the 55+ for the lower cost	manage_plan	order_status	0.292
I'm looking for my phone	order_status	shop_device	0.999
where's my new iphone	order_status	shop_device_apple	0.98
see where my new phone is	order_status	shop_device	0.849
can I verify the order status of the upgrade phone?	order_status	shop_device	0.792
cancel device order	order_status	shop_device	0.648
oops	out_of_scope	affirm	1.0
tricked ya	out_of_scope	affirm	1.0
Let me look around the site!	out_of_scope	broken	1.0
Is there anything I can do. I use my phone for work	out_of_scope	broken	1.0
colder	out_of_scope	affirm	1.0
please voulette	out_of_scope	affirm	0.999
the beatles	out_of_scope	affirm	0.999
personal or work?	out_of_scope	transfer_to_expert	0.999
can you understand ?	out_of_scope	affirm	0.998
gsaf	out_of_scope	affirm	0.998
tertyryutyi	out_of_scope	affirm	0.998
Try it out broken	out_of_scope	broken	0.997
who is the MD of samsung bangalore ?	out_of_scope	shop_device	0.997
ok one then	out_of_scope	affirm	0.995
you're pretty small how do you fit in the phone?	out_of_scope	shop_device	0.995
why sky is blue?	out_of_scope	why	0.995
Fuck off	out_of_scope	balance_eip	0.992

text	intent	intent_prediction	confidence
are you dev?	out_of_scope	shop_device	0.992
NA	out_of_scope	deny	0.992
some thing else	out_of_scope	transfer_to_expert	0.99
Gel	out_of_scope	affirm	0.988
i can't deal with _your_ request	out_of_scope	broken	0.988
region with no. of records	out_of_scope	deny	0.987
i want play ball	out_of_scope	bill_view	0.986
File a claim	out_of_scope	out_of_scope_tmo	0.982
I wan to buy a plane	out_of_scope	manage_plan	0.981
i am qq	out_of_scope	greeting	0.964
me or my son-in-law	out_of_scope	manage_plan	0.961
why do you need that?	out_of_scope	why	0.947
how much is 10 + 89 ?	out_of_scope	shop_device_apple	0.945
how much is 10 + 89	out_of_scope	shop_device_apple	0.945
when is the next train is coming?	out_of_scope	broken	0.934
how many lines of codes	out_of_scope	line_add	0.92
Cars	out_of_scope	pa_update_payment	0.917
sorry, i cannot rephrase	out_of_scope	pa_cannot_pay	0.915
I was told I was yesterday	out_of_scope	pa_edit_cancel	0.913
Can you help\nWhat's the international calling about	out_of_scope	plan_addons	0.91
I have installed it	out_of_scope	balance_eip	0.905
Alright take your time	out_of_scope	closing	0.859
Won't you ask me how I am?	out_of_scope	broken	0.858
What day is it today?	out_of_scope	closing	0.854
did i break you	out_of_scope	tvision	0.852
tell me about the american civil war	out_of_scope	bill_general	0.851
common, just try	out_of_scope	bill_pay	0.835

text	intent	intent_prediction	confidence
I want french cuisine	out_of_scope	line_add	0.827
turn off my stove	out_of_scope	worry_shutoff	0.827
what is the day ?	out_of_scope	closing	0.811
i m looking for job	out_of_scope	pa_edit_cancel	0.81
the one that is better than you	out_of_scope	thank	0.81
what is the current petrol price	out_of_scope	shop_device	0.808
i want to know current situtation in pakistan	out_of_scope	transfer_to_expert	0.791
cannot see	out_of_scope	pa_cannot_pay	0.782
what is evolution ?	out_of_scope	greeting	0.779
Detail only\nI like paper bill at home	out_of_scope	bill_pay	0.777
someone clean my room and surfaces for me . thanks	out_of_scope	transfer_to_expert	0.777
If I pay only 200$ of my Arrangement will my phones get shut off?	out_of_scope	worry_shutoff	0.764
you will know it from the single red rose it carries between its teeth	out_of_scope	payment_processing	0.763
great, I'd like to buy a house	out_of_scope	out_of_scope_tmo	0.761
other	out_of_scope	button_shop_other_device	0.755
I changed my mind	out_of_scope	pa_change_dates	0.745
2040 cargo	out_of_scope	pa_update_payment	0.744
go back	out_of_scope	main_menu	0.742
can you learn from our conversation?	out_of_scope	end_conversation	0.728
i want to eat	out_of_scope	affirm	0.728
ljljl	out_of_scope	affirm	0.727
mountain	out_of_scope	out_of_scope_tmo	0.714
i want to see your happy customers	out_of_scope	bill_view	0.704
what is a discourse?	out_of_scope	out_of_scope_tmo	0.68
genocide	out_of_scope	shop_device	0.674
Crypto currency it's bit coin	out_of_scope	pa_change_dates	0.665
flight catch up	out_of_scope	greeting	0.655

text	intent	intent_prediction	confidence
sing me a song	out_of_scope	broken	0.653
chinese ok?	out_of_scope	line_add	0.634
connect to alexa	out_of_scope	closing	0.632
how to go to newyork ?	out_of_scope	out_of_scope_tmo	0.627
i want to find new friends	out_of_scope	affirm	0.61
Recharge	out_of_scope	bill_pay	0.591
https://www.tradervue.com/reports/overview	out_of_scope	line_add	0.576
do you think the south was right?	out_of_scope	broken	0.571
what is the illuminati	out_of_scope	bill_view	0.55
what kind of bird are you?	out_of_scope	bill_view	0.531
I had to hurry to the hospital to get a CT	out_of_scope	pa_change_dates	0.528
you have to	out_of_scope	thank	0.511
buy groceries	out_of_scope	payment_processing	0.504
does anyone want me to walk their dogs	out_of_scope	manage_plan	0.504
Okay. I just wanted to keep tmobile updated.	out_of_scope	pa_update_payment	0.496
what is google rcs	out_of_scope	shop_device	0.495
winter is already leaving	out_of_scope	broken	0.484
search wikipedia	out_of_scope	transfer_to_expert	0.483
I need to eat cake	out_of_scope	pa_update_payment	0.471
who's Bill Gates?	out_of_scope	bill_general	0.47
this is stupid	out_of_scope	broken	0.451
you're a woman	out_of_scope	closing	0.45
I want a new laptop	out_of_scope	main_menu	0.444
Need to look up past calls and txts	out_of_scope	pa_edit_cancel	0.432
are you russian?	out_of_scope	closing	0.383
SEL ME SOMETHING	out_of_scope	broken	0.378
how can i get them?	out_of_scope	pa_create	0.351

text	intent	intent_prediction	confidence
i want caffe	out_of_scope	pa_edit_cancel	0.349
my name k	out_of_scope	deny	0.341
Evidently	out_of_scope	out_of_scope_tmo	0.328
chgfhgh	out_of_scope	payment_processing	0.326
eshdtjfjfyk	out_of_scope	greeting	0.304
a movie sounds good	out_of_scope	main_menu	0.291
tell me more about next best action	out_of_scope	pa_change_dates	0.287
more	out_of_scope	main_menu	0.282
are you vegan	out_of_scope	manage_plan	0.265
silly bot	out_of_scope	bill_view	0.244
refresh	out_of_scope	transfer_to_expert	0.238
Do you know Kevin Pelton	out_of_scope	thank	0.227
is it a wasteland full of broken robot parts?	out_of_scope	pa_edit_cancel	0.226
Primary account holder change	out_of_scope	shop_device_apple	0.223
Is there a known issue with the new iPhone and group texts with android? I'm not getting all my messages	out_of_scope	shop_device	0.223
changing one line to trigger a build pls work pipeline	out_of_scope	line_add	0.205
i want to buy a roomba for my grandson	out_of_scope	pa_create	0.197
Nor bruise her flowerets with the armed hoofs	out_of_scope	pa_cannot_pay	0.164
i want to pay off my device equipment balance?	out_of_scope_tmo	balance_eip	1.0
i would love to join t mobile	out_of_scope_tmo	affirm	1.0
tv stick	out_of_scope_tmo	tvision	1.0
explain deals to me	out_of_scope_tmo	bill_shock	0.989
t-mobile network	out_of_scope_tmo	broken	0.989
Looking to change internet	out_of_scope_tmo	pa_edit_cancel	0.983
what is the nearest tower to my house	out_of_scope_tmo	out_of_scope	0.975
I need to set up my new phone	out_of_scope_tmo	shop_device	0.953
I would like to payoff the balance owed on my device.	out_of_scope_tmo	balance_eip	0.923

text	intent	intent_prediction	confidence
I would like to know the remaining balance of my apple watch	out_of_scope_tmo	bill_view	0.899
no signal	out_of_scope_tmo	deny	0.868
T-Mobile Tuesdays	out_of_scope_tmo	pa_change_dates	0.867
I'm trying to submit a claim for reimbursment	out_of_scope_tmo	transfer_to_expert	0.861
Hello, I am thinking of switching 5 lines from Verizon to T-Mobile and have some questions.	out_of_scope_tmo	transfer_to_expert	0.821
would like to upgrade a line but I want the credit for the trade in phone applied to the balance of the new phone.	out_of_scope_tmo	shop_device_apple	0.818
changing service to you	out_of_scope_tmo	pa_edit_cancel	0.807
question about switching carriers	out_of_scope_tmo	out_of_scope	0.792
pin number	out_of_scope_tmo	lost_phone	0.778
what deal are you guys offering	out_of_scope_tmo	shop_device	0.764
What is my disconnection date	out_of_scope_tmo	line_suspend	0.721
New customer	out_of_scope_tmo	transfer_to_expert	0.715
if i switch to T mobile will you pay off an existing balance of a cell phone with verizon?	out_of_scope_tmo	line_add_byo	0.684
rebate status	out_of_scope_tmo	pa_change_dates	0.665
Once I re enroll does it give me the 15$ discount again or that's automatically taken off for ever	out_of_scope_tmo	setup_autopay	0.584
looking to activate a line	out_of_scope_tmo	line_add	0.58
EIP balance	out_of_scope_tmo	bill_view	0.41
Tuesday Deals related	out_of_scope_tmo	button_view_deals	0.41
reset pin number	out_of_scope_tmo	pa_edit_cancel	0.354
do you have promo running	out_of_scope_tmo	shop_device_apple	0.334
I need to check coverage in my area	out_of_scope_tmo	order_status	0.334
push back payment arrangement date	pa_cannot_pay	pa_change_dates	1.0
I get paid on Monday	pa_cannot_pay	pa_change_dates	0.995
I need more time on the arrangement	pa_cannot_pay	pa_edit_cancel	0.995
I cant make the payment tomorrow	pa_cannot_pay	pa_change_dates	0.995
I cannot pay the second arrangement until 10/16	pa_cannot_pay	pa_change_dates	0.994
I was seeing if I can push it to next week.	pa_cannot_pay	pa_change_dates	0.986

text	intent	intent_prediction	confidence
Need an extension on payment arrangement	pa_cannot_pay	pa_create	0.986
I couldnt pay the 77.65 on 09/28	pa_cannot_pay	pa_edit_cancel	0.985
I need to set a lower arrangement	pa_cannot_pay	manage_plan	0.984
I CANT PAY TODAY	pa_cannot_pay	bill_pay	0.983
Additional time to make payment arrangement	pa_cannot_pay	pa_create	0.971
The payment is due on tomorrow but the funds are not available	pa_cannot_pay	pa_change_dates	0.945
I can only pay half	pa_cannot_pay	pa_edit_cancel	0.936
I haven't get my paycheck from work	pa_cannot_pay	pa_change_dates	0.907
I set up a payment arrangement and I can't pay it.	pa_cannot_pay	pa_create	0.887
I'm unable to make the full payment by due date	pa_cannot_pay	pa_change_dates	0.885
I don't have what's due tomorrow	pa_cannot_pay	pa_change_dates	0.861
I have to have my phone I am a nurse and I cannot make a payment until Friday	pa_cannot_pay	pa_change_dates	0.75
I cannot make the arrangements payment today	pa_cannot_pay	pa_create	0.743
I can't afford that payment arrangement	pa_cannot_pay	pa_create	0.714
I need more time with my payment arrangement	pa_cannot_pay	pa_edit_cancel	0.691
And then the final payment on the 7th of November	pa_cannot_pay	balance_eip	0.632
I cannot make your payment till 9/142/2020	pa_cannot_pay	pa_edit_cancel	0.602
Need more time to pay.	pa_cannot_pay	pa_create	0.586
I had a schedule payment recently but we did not have enough funds for the payment...	pa_cannot_pay	pa_create	0.565
I have a payment arrangement set on my account but unfortunately we can't make the payment	pa_cannot_pay	pa_create	0.552
Can't meet arrangement and need services	pa_cannot_pay	button_manage_services	0.517
Please I need some extra time for the whole balance	pa_cannot_pay	pa_edit_cancel	0.485
I lost my job and cannot pay on my arrangement	pa_cannot_pay	lost_phone	0.418
Need more time for missed payment	pa_cannot_pay	pa_edit_cancel	0.33
Need additional time to pay	pa_cannot_pay	balance_eip	0.313
I don't have funds in my account until the 2nd, can i do it then	pa_change_dates	pa_cannot_pay	0.999
I need to change it to pay the full amount on Thurs morning of next week.	pa_change_dates	pa_edit_cancel	0.997

text	intent	intent_prediction	confidence
Can have the 10/02/2020 payment arrangement set back to 10/09/2020	pa_change_dates	pa_edit_cancel	0.993
can I moved the arrangement for 10/14	pa_change_dates	pa_edit_cancel	0.992
I need to change 10/05 payment until 10/08	pa_change_dates	pa_edit_cancel	0.989
I need to extend the payment arrangement to Oct 9 and Oct 23	pa_change_dates	pa_edit_cancel	0.989
I need it be due on the 15 of October	pa_change_dates	pa_edit_cancel	0.979
Can I extend my due date payment	pa_change_dates	pa_create	0.957
extend payment to the 1st	pa_change_dates	pa_edit_cancel	0.943
Can I payments arrangement for next Friday	pa_change_dates	pa_edit_cancel	0.943
can I push the dates back for that arrangement by one week?	pa_change_dates	pa_cannot_pay	0.942
Can I make the payment tomorrow	pa_change_dates	pa_create	0.941
I need to push back the payment on 10/5	pa_change_dates	pa_cannot_pay	0.941
Need to change the 10-4 to 10-7	pa_change_dates	pa_edit_cancel	0.933
I don't want that one I picked the wrong day	pa_change_dates	deny	0.933
I need an extension until Tuesday	pa_change_dates	pa_edit_cancel	0.917
Change arrangements unit October 7th	pa_change_dates	pa_edit_cancel	0.902
I cant pay on the 19 I only get my monthly paycheck on the 27th	pa_change_dates	pa_cannot_pay	0.898
I only get paid on the 15th and 30th	pa_change_dates	pa_edit_cancel	0.865
Can I make the payment tomorrow instead of today	pa_change_dates	bill_pay	0.803
I would like to move it from wed to Friday when I get paid	pa_change_dates	payment_processing	0.72
I need to see if I can get the remaining balance of $115 extended until Friday	pa_change_dates	pa_edit_cancel	0.698
Extend the payment of the 13th to the 16th	pa_change_dates	pa_edit_cancel	0.684
I need to push the payment for 84.37 back untill October 22,2020	pa_change_dates	pa_edit_cancel	0.624
I wanted to edit the date bit it won't let me	pa_change_dates	broken	0.624
I need to change the 1st payment of 218.13 to be processed on Wednesday	pa_change_dates	payment_processing	0.601
reschedule	pa_change_dates	pa_edit_cancel	0.589
is there a way we can extend my due date until Tuesday?	pa_create	pa_change_dates	1.0
Can I set up payment arrangements through here?	pa_create	payment_processing	0.968

text	intent	intent_prediction	confidence
I have a payment that is due i wanted to know if I can pay it Friday June 2nd	pa_create	pa_edit_cancel	0.938
Need time to pay bill	pa_create	bill_pay	0.93
Try to arrange the payments	pa_create	out_of_scope	0.88
I need a payment arrangement for October 3rd.	pa_create	pa_change_dates	0.865
Set up a payment arrangement for the remainder	pa_create	out_of_scope_tmo	0.862
I am due tomorrow and cannot pay. I need to make arrangement for that bill please	pa_create	bill_pay	0.853
I need payment arrangement asap	pa_create	pa_edit_cancel	0.852
I get paid tommrow so i will just need intill tommorw	pa_create	payment_processing	0.837
I'm having trouble paying my bill.	pa_create	bill_pay	0.825
Need more time to make the payment	pa_create	pa_cannot_pay	0.779
I don't have any money can I get a payment plan extension?	pa_create	pa_cannot_pay	0.761
looking to get on a payment plan	pa_create	manage_plan	0.74
I won't have enough to pay my bill	pa_create	pa_cannot_pay	0.738
I need more time with my bill	pa_create	bill_general	0.702
Is there a way i can have my payment extended to the 20th without late charges?	pa_create	pa_change_dates	0.67
do you offer any sort of bill assistance?	pa_create	bill_general	0.626
I am wondering if I can make my payment for my past due on Thursday....	pa_create	pa_change_dates	0.612
I can't make my regular payment is there some extension?	pa_create	pa_cannot_pay	0.586
Get an extension	pa_create	pa_cannot_pay	0.558
I'm short on money but still need my phone	pa_create	balance_eip	0.511
is there any kind of grace period after the due date?	pa_create	payment_processing	0.507
Can I pay my bill in installments? I don't have the money right now.	pa_create	balance_eip	0.487
View payment arrangement options	pa_create	button_payment_options	0.47
I need to put a payment arrangement for the 11th	pa_create	broken	0.426
I can't pay my bill this month, what are my options?	pa_create	bill_general	0.392
I can't afford my bill	pa_create	balance_eip	0.377
Needed to restore my service and set up payment arrangement	pa_create	pa_view_existing	0.325

text	intent	intent_prediction	confidence
i was trying to see about a payment extension	pa_create	pa_view_existing	0.315
I need to reschedule my payment	pa_edit_cancel	pa_change_dates	1.0
I need to extend it through tomorrow Oct 2	pa_edit_cancel	pa_change_dates	1.0
It's not allowing me to edit the payment plan.	pa_edit_cancel	broken	1.0
Can you make the due date for 9/30/2020	pa_edit_cancel	pa_change_dates	0.998
I made I payment arrangement but I cannot pay the amount due on Monday	pa_edit_cancel	pa_cannot_pay	0.998
I need the last payment to be on the 30th	pa_edit_cancel	pa_change_dates	0.998
Change amount and date	pa_edit_cancel	pa_change_dates	0.997
I'm trying to change my payment arrangement, but it won't let me	pa_edit_cancel	broken	0.996
I want to set another arrangement	pa_edit_cancel	pa_create	0.994
I would like to change my ardangement and pay it now	pa_edit_cancel	bill_pay	0.99
I can edit the arrangement right?	pa_edit_cancel	broken	0.981
Can you set up payment arrangements it isn't giving me enough time	pa_edit_cancel	pa_create	0.979
I lost my job abs won't be able to pay till Friday	pa_edit_cancel	pa_cannot_pay	0.975
I will like to pay $169.16 on 11/01/2020	pa_edit_cancel	bill_pay	0.973
I need more time to pay my past due balance	pa_edit_cancel	bill_pay	0.961
I need an extension until Friday	pa_edit_cancel	pa_change_dates	0.943
I couldn't edit payment method	pa_edit_cancel	broken	0.925
Need to cancel the one for the 16 need a later date	pa_edit_cancel	pa_change_dates	0.923
im unable to pay right now im in the process of starting a new job	pa_edit_cancel	payment_processing	0.922
I need to make a different day, it wont go through today	pa_edit_cancel	payment_processing	0.885
I want to setup a payment arrangement, but need to push the two dates out a few days...	pa_edit_cancel	pa_change_dates	0.874
Can I change the 9/12 one?	pa_edit_cancel	pa_change_dates	0.873
I was trying to schedule only for the past due not the full amount	pa_edit_cancel	pa_cannot_pay	0.87
I know my installment was due on the 29th of September but I don't get paid until Tuesday.	pa_edit_cancel	balance_eip	0.845
Can it split into 3 payments?	pa_edit_cancel	pa_create	0.838
Move that payment to next weekend	pa_edit_cancel	pa_change_dates	0.808

text	intent	intent_prediction	confidence
More arrangement options	pa_edit_cancel	main_menu	0.806
I need that payment arrangement edit	pa_edit_cancel	pa_update_payment	0.789
Delete payment arrangement	pa_edit_cancel	pa_create	0.767
I know that I wanted to know if I can get more time to pay it	pa_edit_cancel	pa_create	0.738
Payment arrangement trouble	pa_edit_cancel	pa_create	0.732
Can I pay the full balance on the 16th	pa_edit_cancel	pa_change_dates	0.718
I would like to get more time to pay	pa_edit_cancel	pa_cannot_pay	0.704
Modify arrangement	pa_edit_cancel	manage_plan	0.702
I don't wanna do a payment arrangement I wanna remove the payment arrangement and remove the card	pa_edit_cancel	pa_cannot_pay	0.693
I need a couple of more days. I am not able to make today's payment.	pa_edit_cancel	pa_cannot_pay	0.685
I need more time for this payment arrangement	pa_edit_cancel	pa_cannot_pay	0.618
Need to pay bill on October 15 .	pa_edit_cancel	bill_pay	0.617
Need 4 payments	pa_edit_cancel	pa_create	0.594
It will not allow me to set up a $700 payment on Tuesday of next week	pa_edit_cancel	broken	0.593
Make another payment arrangement cause I don't have the money in my account to pay it	pa_edit_cancel	pa_create	0.588
I need to change the first payemtn	pa_edit_cancel	pa_update_payment	0.578
Need to change my payment arrangement	pa_edit_cancel	pa_update_payment	0.565
I just need to extend on more day to avoid 20 deactivation fee	pa_edit_cancel	pa_change_dates	0.556
i don't need to create a new payment arrangement. we need to fix the old one	pa_edit_cancel	pa_create	0.513
I was told that I can pay what I can today and the rest on 09/15	pa_edit_cancel	pa_cannot_pay	0.491
I can edit this arrangement or no?	pa_edit_cancel	deny	0.471
Redo it with new bill	pa_edit_cancel	bill_general	0.422
i need to divide the payment in half with 2 payment	pa_edit_cancel	payment_processing	0.418
I would like to void the existing payment arramgement	pa_edit_cancel	payment_processing	0.394
Its not letting me edit my paymeny option for todays payment of $76.11	pa_edit_cancel	pa_update_payment	0.389
I need to set up two different ways to pay each one not giving me that option	pa_update_payment	pa_edit_cancel	0.998
I need to change my payment arrangement	pa_update_payment	pa_edit_cancel	0.997

text	intent	intent_prediction	confidence
Need to edit payment arrangement	pa_update_payment	pa_edit_cancel	0.996
Change billing information	pa_update_payment	bill_general	0.828
Put my new payment in credit card	pa_update_payment	broken	0.806
I need to put a different debit card on there instead of the one that's being used to process it	pa_update_payment	payment_processing	0.793
I have to change the visa	pa_update_payment	pa_change_dates	0.768
How can I see what bank account I use i can't see it	pa_update_payment	bill_view	0.692
Just wanted to make sure the payment of 111.74 comes off his card ending in 2513	pa_update_payment	bill_pay	0.675
Change it pay 70 on my other card now and the rest friday	pa_update_payment	pa_edit_cancel	0.626
update payment type for payment arrangement	pa_update_payment	pa_create	0.301
When is my bill for October due	pa_view_existing	bill_view	0.994
I want to make sure my account is on the payment arrangement I made	pa_view_existing	payment_processing	0.971
what is the due date on my payment arrangement?	pa_view_existing	pa_change_dates	0.902
I set up a payment arrangement and was trying to look at it to double check dates and amounts	pa_view_existing	pa_edit_cancel	0.877
When is the payment arrangement set up for?	pa_view_existing	pa_create	0.865
view payment arrangement	pa_view_existing	pa_create	0.818
View arrangement details	pa_view_existing	out_of_scope	0.649
I want to see how much imma get charge in my recent payment	pa_view_existing	bill_pay	0.626
I set up payment arrangement in app awhile back but when is it due	pa_view_existing	pa_create	0.527
Did the payment will go tru Friday 10/2 Instead of Wednesday 9/30	payment_processing	pa_change_dates	0.998
I paid my pa installment yesterday	payment_processing	balance_eip	0.986
I just paid 125 past due balance	payment_processing	bill_pay	0.985
It was suppose to come out of my account today but it didn't	payment_processing	transfer_to_expert	0.952
I already applied $100...@ store location, towards my payment for 10/01	payment_processing	out_of_scope_tmo	0.891
Ok will it be charged on the 8th? Just making sure it's no sooner or later	payment_processing	pa_change_dates	0.863
But I want to know when will they take it off my card for the bill and the payment	payment_processing	balance_eip	0.834
The payment date was 10/03. Is there a 5 day grace period	payment_processing	pa_create	0.737
Why it didn't automatically take it out	payment_processing	setup_autopay	0.728

text	intent	intent_prediction	confidence
My payment will not got through. Please cancel	payment_processing	pa_edit_cancel	0.711
I paid on the 6th	payment_processing	balance_eip	0.7
Did the first been paid	payment_processing	balance_eip	0.694
Can you stop that payment	payment_processing	pa_create	0.611
Half payment is on its way.	payment_processing	pa_cannot_pay	0.586
i have already created another payment method, I am just confirming if it was accept	payment_processing	pa_create	0.561
I don't want a payment arrangement .... I just paid with my debit card and want to know if you received it	payment_processing	bill_pay	0.449
when will this hit my account?	payment_processing	broken	0.327
I want to add netflix to my account	plan_addons	line_add	0.982
I would like to add internationl calling to my line	plan_addons	line_add	0.93
set up scam blocker	plan_addons	out_of_scope_tmo	0.707
add scam blocker	plan_addons	line_add	0.578
I keep getting scam calls and want them stopped	plan_addons	worry_shutoff	0.565
how do I do the on us offer?	plan_addons	manage_plan	0.51
get apple care	plan_addons	shop_device_apple	0.478
can I use my phone internationally for one day without charge?	plan_addons	balance_eip	0.443
I would like to discontinue the 6gb on 9045764126.take it back down to the plan 4gb please	plan_addons	pa_edit_cancel	0.43
cost of T mobile hot spot	plan_addons	shop_device	0.372
can I get the tv hub kit device added to my bill	plan_addons	payment_processing	0.221
The cost of add a table to my plan.	shop_device	manage_plan	0.993
I am trying to get a new phone after I paid off the remaining balance of my current phone	shop_device	out_of_scope_tmo	0.986
Device menu	shop_device	main_menu	0.986
can i bye this phone	shop_device	closing	0.969
I need a hot spot device with unlimited service	shop_device	plan_addons	0.958
upgrade a line ?	shop_device	line_add	0.942
I have 5 lines and in need of a phone	shop_device	line_add	0.799
Hi do you carry the lg velvet duel screen phone case?	shop_device	greeting	0.785

text	intent	intent_prediction	confidence
I need new phones for all three lines as wondering if I'm eligible for any discounts or savings	shop_device	line_add	0.776
we are thinking of switching phones	shop_device	out_of_scope_tmo	0.773
How much is it going to cost me to get a galaxy note 20 with a new plan and number?	shop_device	manage_plan	0.764
looking for Basic Flip phone for seniors	shop_device	manage_plan	0.734
We are looking for wireless ear buds for Android phones	shop_device	manage_plan	0.668
Would like to order two of the Timex Family Connect watches	shop_device	manage_plan	0.608
I want to buy unlocked cell phone	shop_device	out_of_scope_tmo	0.577
are doing any deals on the Samsung Galaxy S20 ultra. It would be for 2 people 2 lines on the same account.	shop_device	line_add	0.474
do you sell the S pen for the note 10+?	shop_device	pa_create	0.399
I want to upgrade line 703-456-6822	shop_device	out_of_scope_tmo	0.263
do you have samsung Flip	shop_device	order_status	0.189
trying to upgrade my XR to a 12	shop_device_apple	shop_device	0.998
looking for iphone 8 plus?	shop_device_apple	manage_plan	0.991
im looking for an i phone for my daugther	shop_device_apple	order_status	0.949
enrolling in internet service	shop_device_apple	out_of_scope_tmo	0.943
npi	shop_device_apple	deny	0.916
i phone 11 how much	shop_device_apple	shop_device	0.903
what is the difference between the iphone 12 and the iphone pro	shop_device_apple	balance_eip	0.746
I have an existing line. can i take advantage of the iphone 12 trade in promotion?	shop_device_apple	line_add_byo	0.417
Nececito mi balance	speak_spanish	bill_view	0.999
Balance de mi factura	speak_spanish	bill_view	0.993
Me gustarÃa ver el precio del Samsung s20	speak_spanish	shop_device	0.956
Cuanto cuesta 2 lineas	speak_spanish	line_add	0.942
can I have a spanish speaking expert?	speak_spanish	transfer_to_expert	0.937
Los programas para disabled incluyen cel?	speak_spanish	pa_edit_cancel	0.93
Saludos.	speak_spanish	transfer_to_expert	0.9
Por favor, digame el balance que se debe	speak_spanish	bill_view	0.839

text	intent	intent_prediction	confidence
Si, Gracias	speak_spanish	affirm	0.826
Puedo obtener una extension ?	speak_spanish	pa_cannot_pay	0.765
Eres tu Nelson?	speak_spanish	tvision	0.694
Estoy buscando un LG-G8X,128 gb	speak_spanish	shop_device	0.644
no, thank you!	thank	deny	1.0
Thanks for letting me know	thank	broken	0.999
That will be all	thank	closing	0.988
Can you help	thank	button_need_help	0.912
Done thanks a bunch	thank	deny	0.817
Ok I check tomorrow. Thx	thank	pa_change_dates	0.709
no you can sign off now	thank	balance_eip	0.611
Got it, thank you again.	thank	out_of_scope	0.511
Thank you, no worries	thank	deny	0.39
How do I cancel my plan	transfer_to_expert	manage_plan	0.997
I would like to report racism in one of your locations	transfer_to_expert	out_of_scope	0.996
I want to remove a line	transfer_to_expert	line_suspend	0.994
cancel my account	transfer_to_expert	pa_edit_cancel	0.991
I dont want a chatbot	transfer_to_expert	deny	0.991
I need to cancel my account	transfer_to_expert	pa_edit_cancel	0.988
I'm switching to verizon	transfer_to_expert	out_of_scope_tmo	0.976
go away this is useless	transfer_to_expert	affirm	0.958
Heip	transfer_to_expert	out_of_scope_tmo	0.927
Talk to someone about it	transfer_to_expert	bill_general	0.924
help, expert please	transfer_to_expert	button_need_help	0.901
Yes I need a call like now	transfer_to_expert	affirm	0.896
something is wrong with my auto payment and I need to talk with a representative	transfer_to_expert	setup_autopay	0.863
I got disconnected from my chat	transfer_to_expert	line_suspend	0.816

text	intent	intent_prediction	confidence
wanna cancel my apple watch	transfer_to_expert	pa_edit_cancel	0.731
I am looking at my bill and wondering why the payment for this month hasn't been taken out of my account. Usually the autopay kicks in by now	transfer_to_expert	setup_autopay	0.693
Is this going to be recurring every month? If so I have no problem going back to Verizon.	transfer_to_expert	out_of_scope_tmo	0.599
Please get a supervisor on the line for me. I've been waiting over 30 minutes and have not been transferred yet.	transfer_to_expert	line_add	0.585
This is to hard and frustrating me	transfer_to_expert	pa_update_payment	0.582
I need to talk to someone due to I was on a payment arrangement That was supposed to come out on Friday	transfer_to_expert	payment_processing	0.565
complaint	transfer_to_expert	manage_plan	0.562
It does not let me make the arrangements myself it says call customer support	transfer_to_expert	pa_edit_cancel	0.521
looking to cancel my tablet	transfer_to_expert	pa_edit_cancel	0.512
I think a real agent would be better	transfer_to_expert	pa_create	0.503
live agent for Sprint billing department	transfer_to_expert	shop_device	0.322
Yes I received a text stating my first responder is not verified.	transfer_to_expert	order_status	0.316
will there be an app I can install directly on my samsung smart TV?	tvision	shop_device	0.993
What are the 30 channels do you get	tvision	out_of_scope	0.946
Is there a free trial period for the TV package?	tvision	payment_processing	0.933
just wondering if you can get this on a roku box	tvision	broken	0.918
will this support 4k broadcasting	tvision	broken	0.518
Is there a dvr option?	tvision	main_menu	0.436
we are on xfinity and I want to cancel them. How easy is it to install T Live and Vibe?	tvision	payment_processing	0.428
cut the cord	tvision	line_suspend	0.388
Does this get hallmark channels	tvision	pa_update_payment	0.247
So why did I receive this text	why	payment_processing	0.997
I'm sorry but I'm looking for more clarification	why	transfer_to_expert	0.81
So why is my service off?	why	worry_shutoff	0.791
What is the problem?	why	greeting	0.418
ITURN MY SERVICE ON	worry_shutoff	out_of_scope	0.998
how can I make my phone stay on?	worry_shutoff	bill_pay	0.968

Report 2 Intent Errors

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text	intent	intent_prediction	confidence
My phones are off	worry_shutoff	balance_eip	0.943
Can I pay less than that and not have the service interrupted	worry_shutoff	transfer_to_expert	0.898
If I don't pay the 92.44 today is my phone going to shit off	worry_shutoff	balance_eip	0.896
Is my service still active	worry_shutoff	transfer_to_expert	0.896
I don't want to be disconnected at midnight my check doesn't come until 3a	worry_shutoff	transfer_to_expert	0.785
Now my service has been suspended and and I can't pay today to have service back on	worry_shutoff	bill_pay	0.634
what do I need to do to maintain service?	worry_shutoff	out_of_scope_tmo	0.627
Ok what Can I do to start my service	worry_shutoff	line_add	0.616
will this make sure my phone stays on?	worry_shutoff	bill_pay	0.514
I cannot afford to lose service	worry_shutoff	transfer_to_expert	0.385
I was told I could pay 86.21 to keep my phone on. Is that right?	worry_shutoff	balance_eip	0.362
I am worried about losing service	worry_shutoff	pa_create	0.347
Is there a cutoff date for my account	worry_shutoff	pa_change_dates	0.313