

Report 1 Intent Errors

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text	intent	intent_prediction	confidence
okie	affirm	out_of_scope	1.0
k	affirm	out_of_scope	1.0
alright	affirm	out_of_scope	1.0
alright, cool	affirm	out_of_scope	1.0
Sweet	affirm	out_of_scope	0.999
yep, will do thank you	affirm	thank	0.999
a little	affirm	transfer_to_expert	0.993
confirm	affirm	payment_processing	0.991
i am!	affirm	out_of_scope	0.991
More a less	affirm	transfer_to_expert	0.982
not bad	affirm	broken	0.971
top	affirm	greeting	0.903
really	affirm	out_of_scope	0.902
yop	affirm	greeting	0.887
Ok let's start	affirm	broken	0.885
ok friend	affirm	out_of_scope	0.884
i want that	affirm	out_of_scope	0.88
yeah, why not	affirm	why	0.879
perfect	affirm	tvision	0.863
of course	affirm	out_of_scope	0.81
done	affirm	deny	0.783
that's correct	affirm	bill_shock	0.782
considering	affirm	shop_device	0.594
That would be great	affirm	closing	0.572
going super well	affirm	plan_addons	0.535
ok, I behave now	affirm	closing	0.473
sort of	affirm	deny	0.433

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text	intent	intent_prediction	confidence
go	affirm	out_of_scope	0.367
fair enough	affirm	pa_cannot_pay	0.243
Need to talk to customer support for billing	bill_general	transfer_to_expert	0.999
I have questions regarding my bill	bill_general	bill_view	0.999
bill	bill_general	bill_view	0.969
I don't understand the charges on my bill	bill_general	bill_shock	0.968
I keep getting text messages that my bill needs to be paid.	bill_general	payment_processing	0.915
what is my bill status?	bill_general	bill_view	0.823
I was charged twice for thus months bill	bill_general	payment_processing	0.801
I need to know why my bill didn't went down if I already pay my phone completely	bill_general	payment_processing	0.758
troubleshooting my bill	bill_general	bill_view	0.73
I don't understand why I am charged one time charge pymt. I paid full amount last month	bill_general	bill_shock	0.628
Nah I just wanna know what all the hidden fees are	bill_general	deny	0.59
But I would like to know why I'm paying 277	bill_general	bill_pay	0.452
I am curious why there is an additional \$20 to my bill this month?	bill_general	bill_shock	0.431
I just want to know what the \$20 charge is for. It says on my bill it's for handset, what is that?	bill_general	payment_processing	0.419
more information on my monthly bill	bill_general	bill_view	0.402
note on my bill	bill_general	bill_view	0.373
I need to make a payment. The mastercard on file declined yesterday	bill_pay	pa_update_payment	0.993
Can I pay the first half of the payment agreement days before the due date of October 9th?	bill_pay	pa_change_dates	0.957
I would like to cancel my payment arrangement and pay the bill now.	bill_pay	pa_edit_cancel	0.955
Can you charge my visa on 9/14 for the \$133.79 that was due 9/13?	bill_pay	pa_edit_cancel	0.906
I was wondering if I could still make that payment arrangement	bill_pay	pa_create	0.901
Make that pmt	bill_pay	tmo_out_of_scope	0.89
i just want to do a one time payment for the bill that is due today Oct. 2, 2020 for \$116.95	bill_pay	pa_edit_cancel	0.878
I want to pay today, not tomorrow	bill_pay	pa_cannot_pay	0.817
I would like to pay the amount that's schedule for 10/5	bill_pay	pa_change_dates	0.79

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text	intent	intent_prediction	confidence
The 78.28 that is due October 7th, could I pay that now?	bill_pay	pa_change_dates	0.705
can I pay my bill? I have an arrangement	bill_pay	pa_create	0.689
I would like to pay my bill using a one time credit card.	bill_pay	pa_update_payment	0.56
I need to pay on my arrangement	bill_pay	pa_cannot_pay	0.546
I'm Trying To Pay The 30 Dollars Do today.	bill_pay	pa_change_dates	0.467
I have a payment plan of setup for due today and I can't figure out how to pay it	bill_pay	pa_create	0.388
I was notified I have to make immediate payment	bill_pay	line_suspend	0.226
I want to know why do i pay so much	bill_shock	bill_pay	0.966
charges I didn't sign up for on my bill	bill_shock	bill_general	0.964
don't understand half the charges on my bill	bill_shock	bill_general	0.895
Why is the amount so much?	bill_shock	why	0.772
I looked at the bill to see why it was almost \$100 more	bill_shock	bill_view	0.755
my bill is incredibly expensive	bill_shock	bill_general	0.608
I just want to know why I am paying more than I did last month.	bill_shock	payment_processing	0.578
charged way too much each month	bill_shock	lost_phone	0.565
my bill isn't correct	bill_shock	bill_view	0.557
why does my service cost so much?	bill_shock	why	0.556
This bill is too expensive	bill_shock	bill_view	0.502
I am being charged the wrong amount.	bill_shock	pa_cannot_pay	0.446
unexplained charges on my monthly bill	bill_shock	bill_general	0.442
i need a billing specialist to explain a charge on my bill	bill_shock	pa_create	0.422
Charging unnecessary amounts	bill_shock	tmo_out_of_scope	0.379
this bill is more than you promised when I signed up	bill_shock	tvision	0.258
explain my bill	bill_view	bill_shock	0.992
can I get a breakdown of my bill?	bill_view	bill_general	0.902
checking to see the status of my bill	bill_view	order_status	0.862
look at my bill	bill_view	bill_general	0.678

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text	intent	intent_prediction	confidence
Hi. I have some questions regarding my balance.	bill_view	bill_general	0.57
what amount should I be paying?	bill_view	bill_pay	0.529
I can send me a copy of my bill please	bill_view	pa_create	0.491
need help understanding my bill	bill_view	bill_pay	0.326
line by line of my bill	bill_view	bill_general	0.302
I don't see anything	broken	out_of_scope	1.0
it's broken	broken	out_of_scope	0.998
I can't edit right now	broken	pa_edit_cancel	0.989
I've been trying to setup a payment arrangement and for some reason it's not working , it's saying"we got crossed some how try again"	broken	pa_edit_cancel	0.989
I'm unable to add a payment for the payment arrangement I'm setting up	broken	pa_cannot_pay	0.971
Connection is week	broken	transfer_to_expert	0.939
It says I'm not eligible for a new payment arrangement	broken	pa_create	0.928
it wont let me change the card holders name	broken	pa_update_payment	0.907
Can I do this over phone	broken	shop_device	0.863
It wont let me set up a payment arrangement	broken	pa_create	0.819
It worked fine last month and now things have changed. Its stuck on what looks like loading information but never completes it.	broken	pa_update_payment	0.817
It's telling me i can't change it	broken	pa_edit_cancel	0.801
I can't do this on phone	broken	shop_device	0.762
Frozen	broken	deny	0.734
It won't let me edit my card information. Can you take my information and process payment for my account?	broken	payment_processing	0.603
Is the site having trouble? I can't login to bill pay	broken	pa_create	0.593
Website is down	broken	line_add_byo	0.553
The app will not let me add my card to set up the arrangement	broken	pa_update_payment	0.543
Its saying technical difficulties again	broken	payment_processing	0.475
Payment arrangements is just spinning around	broken	out_of_scope	0.437
I am roming	broken	pa_change_dates	0.392
I'm trying something is wrong with the site	broken	transfer_to_expert	0.337

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text	intent	intent_prediction	confidence
Edit my services	button_manage_services	pa_edit_cancel	0.699
I am stuck I need help	button_need_help	broken	0.932
I do not understand. I need help	button_need_help	deny	0.632
I just want to make sure that everything is covered today, aside from this, is there anything else I can still help you with?	closing	out_of_scope	1.0
Have a good morning	closing	greeting	0.996
Great customer service as always	closing	transfer_to_expert	0.977
All is good now, thanks!	closing	thank	0.936
That will be all for today.	closing	thank	0.923
Robots are to slow good bye	closing	broken	0.88
Not satisfied at all with u our service.	closing	transfer_to_expert	0.866
you solved my problem	closing	greeting	0.75
I'm glad you were able to help me	closing	greeting	0.679
I'll take it from here. Have a good Monday!	closing	pa_change_dates	0.566
I appreciate you reaching out today and allowing us to resolve #AllTheThings! Enjoy the rest of your week knowing T-Mobile took care of you today. #ServiceYouCanRecommend	closing	pa_edit_cancel	0.54
You do the same	closing	bill_pay	0.413
Wonderful! I'm glad you were able to assist me today regarding my account.	closing	line_add	0.292
not yet	deny	affirm	1.0
never mind	deny	out_of_scope	1.0
none of them	deny	out_of_scope	1.0
na	deny	out_of_scope	1.0
it sux	deny	affirm	0.998
Nevermind	deny	out_of_scope	0.998
it sucks	deny	transfer_to_expert	0.997
i'm not sure	deny	affirm	0.994
no you did it wrong	deny	broken	0.984
deny	deny	out_of_scope	0.936
absolutely not	deny	affirm	0.908

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text	intent	intent_prediction	confidence
no i won't	deny	broken	0.819
nehi	deny	greeting	0.605
stop it, i do not care!!!	deny	broken	0.568
I don't want an arrangement	deny	pa_create	0.486
I believe I chose the wrong one	deny	pa_update_payment	0.293
how are you doing?	greeting	out_of_scope	1.0
my name is natasha	greeting	out_of_scope	0.997
Greetings	greeting	affirm	0.993
yo!	greeting	affirm	0.99
We're willing to help! How can we help you?	greeting	thank	0.925
Hi! This is Paul from T-Mobile Messaging Team, and I'll be your Expert :)	greeting	transfer_to_expert	0.836
good evening	greeting	closing	0.825
Hi, nice to meet you	greeting	pa_cannot_pay	0.79
Aloha	greeting	closing	0.696
Hi I have a problem	greeting	closing	0.663
Hellllloooo	greeting	deny	0.636
Hi there! I appreciate your patience and staying online	greeting	line_add_byo	0.47
How can we assist you today?	greeting	closing	0.403
quick question	greeting	bill_general	0.38
we're here to help! how can we assist you?	greeting	thank	0.316
what's up?	greeting	bill_view	0.279
I'm eligible to trade in my iPhone 8 for the iPhone 11 on us offer with activating a new line?	line_add	shop_device_apple	0.832
How much is it to add a line to Magenta Military?	line_add	plan_compare	0.768
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	0.736
I reached out to tmobile to receive a new line about a week ago. I just received the sim card....but i was not aware of the iphone se promo that was occurring so didn't add a new phone at the same time...would it be possible to still do that and get teh 50% off promo?	line_add	line_add_byo	0.647
start a line	line_add	line_add_byo	0.613
Buy phone for new line	line_add	line_add_byo	0.596

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text	intent	intent_prediction	confidence
I am a current customer and I would like to add a number, and 2 ipads to my account	line_add	shop_device_apple	0.564
I need two iPhones two lines unlimited at the bbest price possible	line_add	line_add_byo	0.517
I want to learn more about post paid plans	line_add	payment_processing	0.512
I want to switch three lines over	line_add	line_add_byo	0.42
can I get my mom a phone on my account?	line_add	plan_review	0.417
I need a line for my son he doesn't ahve a phone	line_add	broken	0.411
new service	line_add	shop_device	0.229
#BYOD	line_add_byo	out_of_scope	0.999
BYOD	line_add_byo	out_of_scope	0.999
Buy a phone for a new line	line_add_byo	line_add	0.999
New line new device	line_add_byo	line_add	0.991
Need a price on 1 line unlimited and I have a phone.	line_add_byo	line_add	0.987
bringing my device from verizon	line_add_byo	transfer_to_expert	0.961
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	0.94
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	0.928
I already have an iphone but want to switch to ATT	line_add_byo	shop_device_apple	0.903
come to tmobile but keep my phone and number	line_add_byo	worry_shutoff	0.659
wanna keep my phone but switch to tmobile	line_add_byo	tmo_out_of_scope	0.445
Remove a line	line_suspend	transfer_to_expert	0.999
How do I cancel my service	line_suspend	transfer_to_expert	0.996
I like to freeze a line	line_suspend	line_add	0.921
I was wondering if I could pause my service until Wednesday	line_suspend	pa_change_dates	0.798
I would like to make a seasonal suspension	line_suspend	pa_create	0.508
Goodmorning I'm in need of help towards canceling two lines	line_suspend	pa_edit_cancel	0.289
I have a question about suspending my payments for a certain amount of days due to not able to use service where I'm currently at	line_suspend	worry_shutoff	0.193
Lost phone, is it possible to locate its location remotely? Somewhere near our house	lost_phone	out_of_scope	0.939
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	0.872

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text	intent	intent_prediction	confidence
I changed the payment but it won't let me add back auto pay	lost_phone	setup_autopay	0.787
I misplaced my phone	lost_phone	order_status	0.688
I can't find my phone	lost_phone	worry_shutoff	0.466
Please cancel line 561 727-0239. Phone has been lost for a year.	lost_phone	transfer_to_expert	0.447
I need my billing date for the 1 of each month	lost_phone	plan_compare	0.328
Go back to devices menu	main_menu	shop_device	0.726
Bring me to the menu	main_menu	line_add_byo	0.5
options please	main_menu	button_payment_options	0.454
go back to top	main_menu	greeting	0.293
cancel device order	order_status	pa_edit_cancel	0.966
When could i recieve the z flip 2	order_status	payment_processing	0.741
can I verify the order status of the upgrade phone?	order_status	shop_device	0.71
I would like to know if I can make changes to my order	order_status	pa_change_dates	0.514
I'm looking for my phone	order_status	shop_device	0.485
I haven't got my new phone yet	order_status	pa_cannot_pay	0.403
gsaf	out_of_scope	affirm	1.0
oops	out_of_scope	affirm	1.0
chinese ok?	out_of_scope	affirm	1.0
tricked ya	out_of_scope	affirm	1.0
JUMP!	out_of_scope	affirm	1.0
someone call the police i think the bot died	out_of_scope	transfer_to_expert	1.0
refresh	out_of_scope	affirm	1.0
NA	out_of_scope	deny	0.999
Let me look around the site!	out_of_scope	broken	0.999
ok one then	out_of_scope	affirm	0.999
Fuck off	out_of_scope	affirm	0.999
the beatles	out_of_scope	affirm	0.998

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text	intent	intent_prediction	confidence
a movie sounds good	out_of_scope	affirm	0.997
sing me a song	out_of_scope	affirm	0.997
Is there anything I can do. I use my phone for work	out_of_scope	broken	0.996
i can't deal with _your_ request	out_of_scope	broken	0.995
Recharge	out_of_scope	bill_pay	0.993
what are you doing now?	out_of_scope	greeting	0.992
i wanna party	out_of_scope	bill_pay	0.989
I wan to buy a plane	out_of_scope	plan_compare	0.979
Alright take your time	out_of_scope	closing	0.974
connect to alexa	out_of_scope	transfer_to_expert	0.971
Need to look up past calls and txts	out_of_scope	pa_edit_cancel	0.967
sorry, i cannot rephrase	out_of_scope	pa_cannot_pay	0.96
go back	out_of_scope	main_menu	0.959
can you understand ?	out_of_scope	affirm	0.95
are you russian?	out_of_scope	transfer_to_expert	0.947
ljlj	out_of_scope	affirm	0.947
chghgh	out_of_scope	pa_edit_cancel	0.945
personal or work?	out_of_scope	transfer_to_expert	0.94
CALL THE POLICE	out_of_scope	transfer_to_expert	0.939
german?	out_of_scope	affirm	0.936
is it a wasteland full of broken robot parts?	out_of_scope	broken	0.928
winter is already leaving	out_of_scope	broken	0.928
i want caffe	out_of_scope	plan_addons	0.921
what is a discourse?	out_of_scope	tmo_out_of_scope	0.921
me or my son-in-law	out_of_scope	plan_compare	0.899
again?	out_of_scope	affirm	0.898
hang on let me find it	out_of_scope	lost_phone	0.892

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text	intent	intent_prediction	confidence
why do you need that?	out_of_scope	why	0.877
i want to fly	out_of_scope	affirm	0.865
when is the next train is coming?	out_of_scope	broken	0.864
some thing else	out_of_scope	transfer_to_expert	0.862
other	out_of_scope	button_shop_other_device	0.861
how many lines of codes	out_of_scope	line_add	0.848
where do i get install files for mac?	out_of_scope	order_status	0.836
someone clean my room and surfaces for me . thanks	out_of_scope	thank	0.828
i m looking for job	out_of_scope	pa_cannot_pay	0.828
how	out_of_scope	greeting	0.826
Won't you ask me how I am?	out_of_scope	greeting	0.825
what's your wife doing this weekend	out_of_scope	greeting	0.82
Hi, I shipped off the Galaxy s20 Plus, but it is taking a while to reach you. When it finally arrives, how will the credits be allocated?	out_of_scope	order_status	0.82
Crypto currency it's bit coin	out_of_scope	pa_change_dates	0.818
I changed my mind	out_of_scope	pa_edit_cancel	0.814
SEL ME SOMETHING	out_of_scope	broken	0.813
I want a new laptop	out_of_scope	deny	0.794
I want french cuisine	out_of_scope	line_add	0.778
If I pay only 200\$ of my Arrangement will my phones get shut off?	out_of_scope	pa_create	0.775
you have to	out_of_scope	closing	0.772
are you vegan	out_of_scope	affirm	0.769
why sky is blue?	out_of_scope	why	0.754
Gel	out_of_scope	greeting	0.732
Detail only\nI like paper bill at home	out_of_scope	bill_pay	0.719
doctor	out_of_scope	pa_create	0.7
common, just try	out_of_scope	plan_compare	0.693
what is evolution ?	out_of_scope	plan_review	0.684

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text	intent	intent_prediction	confidence
genocide	out_of_scope	shop_device	0.682
who's Bill Gates?	out_of_scope	bill_view	0.679
i want good flycam	out_of_scope	affirm	0.674
Now?	out_of_scope	bill_pay	0.652
Are u still there	out_of_scope	bill_general	0.651
how about NYC	out_of_scope	bill_general	0.647
please voulette	out_of_scope	affirm	0.619
the one that is better than you	out_of_scope	thank	0.589
you have job opening	out_of_scope	tmo_out_of_scope	0.588
how to go to newyork ?	out_of_scope	tmo_out_of_scope	0.586
are you dev?	out_of_scope	shop_device	0.56
File a claim	out_of_scope	order_status	0.557
what do you think about Stanley Ramirez?	out_of_scope	thank	0.552
you're pretty small how do you fit in the phone?	out_of_scope	shop_device	0.547
what is the illuminati	out_of_scope	plan_review	0.541
Evidently	out_of_scope	transfer_to_expert	0.54
what kind of bird are you?	out_of_scope	bill_view	0.539
does anyone want me to walk their dogs	out_of_scope	plan_compare	0.511
Find nearest pizzahut	out_of_scope	tmo_out_of_scope	0.494
changing one line to trigger a build pls work pipeline	out_of_scope	tmo_out_of_scope	0.489
I had to hurry to the hospital to get a CT	out_of_scope	pa_change_dates	0.48
what is the real use case where we can use this one	out_of_scope	transfer_to_expert	0.474
turn off my stove	out_of_scope	worry_shutoff	0.471
mountain	out_of_scope	worry_shutoff	0.468
what's gingerale	out_of_scope	tmo_out_of_scope	0.467
you will know it from the single red rose it carries between its teeth	out_of_scope	pa_change_dates	0.464
Okay. I just wanted to keep tmobile updated.	out_of_scope	line_add_byo	0.463

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text	intent	intent_prediction	confidence
oh my god, not again!	out_of_scope	broken	0.46
WHAT never mind I have to go back to work	out_of_scope	pa_cannot_pay	0.459
did i break you	out_of_scope	tvision	0.458
I still there?	out_of_scope	affirm	0.458
cr	out_of_scope	greeting	0.457
https://www.tradervue.com/reports/overview	out_of_scope	tmo_out_of_scope	0.454
tell me more about next best action	out_of_scope	tmo_out_of_scope	0.451
4 + 2 = ?	out_of_scope	shop_device_apple	0.442
i want to know current situtation in pakistan	out_of_scope	transfer_to_expert	0.438
how can i test this	out_of_scope	greeting	0.422
do you have your photo?	out_of_scope	shop_device	0.422
Is there a known issue with the new iPhone and group texts with android? I'm not getting all my messages	out_of_scope	line_add_byo	0.414
can you cheer me up	out_of_scope	thank	0.411
only that?	out_of_scope	pa_edit_cancel	0.403
Can you help\nWhat's the international calling about	out_of_scope	thank	0.375
i am qq	out_of_scope	deny	0.365
region with no. of records	out_of_scope	shop_device	0.365
cannot see	out_of_scope	broken	0.365
Primary account holder change	out_of_scope	line_add_byo	0.361
The weather is good	out_of_scope	closing	0.36
Cars	out_of_scope	pa_update_payment	0.358
would you like some water	out_of_scope	transfer_to_expert	0.355
what is the current petrol price	out_of_scope	shop_device_apple	0.341
tell me about yourself	out_of_scope	self_service	0.322
and make chicken noises into the phone	out_of_scope	tmo_out_of_scope	0.314
how can i get them?	out_of_scope	plan_addons	0.292
my name k	out_of_scope	pa_cannot_pay	0.286

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text	intent	intent_prediction	confidence
this is stupid	out_of_scope	affirm	0.284
2040 cargo	out_of_scope	pa_update_payment	0.272
I have installed it	out_of_scope	payment_processing	0.257
What day is it today?	out_of_scope	closing	0.249
i want to buy a roomba for my grandson	out_of_scope	bill_shock	0.247
more	out_of_scope	pa_cannot_pay	0.239
get me a club mate	out_of_scope	pa_create	0.239
i want to book a hotel	out_of_scope	greeting	0.222
What's do YouTube do	out_of_scope	closing	0.2
I was seeing if I can push it to next week.	pa_cannot_pay	pa_change_dates	1.0
Extend the the date.	pa_cannot_pay	pa_change_dates	1.0
And then the final payment on the 7th of November	pa_cannot_pay	pa_change_dates	0.999
Can I cancel payment arrangement that is due tomorrow and pay that amount next Thursday?	pa_cannot_pay	pa_edit_cancel	0.998
push back payment arrangement date	pa_cannot_pay	pa_change_dates	0.998
I get paid on Monday	pa_cannot_pay	pa_change_dates	0.996
so I am not able to make that 210 1st arrangement	pa_cannot_pay	pa_change_dates	0.994
Can I get an extension?	pa_cannot_pay	pa_create	0.993
I need more time on the arrangement	pa_cannot_pay	pa_edit_cancel	0.99
Need an extension on payment arrangement	pa_cannot_pay	pa_create	0.981
I couldnt pay the 77.65 on 09/28	pa_cannot_pay	pa_edit_cancel	0.976
I need to set a lower arrangement	pa_cannot_pay	pa_edit_cancel	0.944
I can't afford the \$404. Payment at this moment	pa_cannot_pay	pa_edit_cancel	0.93
I just need time till 3 am to make the payment	pa_cannot_pay	pa_create	0.882
Pay later	pa_cannot_pay	pa_change_dates	0.882
I can't make my payment on 10/06/2020	pa_cannot_pay	pa_edit_cancel	0.851
I set up a payment arrangement, but the second amount is way to much.	pa_cannot_pay	pa_create	0.812
I cannot make that one can i make another payment arrangement	pa_cannot_pay	pa_create	0.791

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text	intent	intent_prediction	confidence
I have a payment arrangement set on my account but unfortunately we can't make the payment	pa_cannot_pay	pa_create	0.756
Additional time to make payment arrangement	pa_cannot_pay	pa_create	0.754
i can't do the full amount	pa_cannot_pay	pa_edit_cancel	0.68
I cannot pay the second arrangement until 10/16	pa_cannot_pay	pa_change_dates	0.68
Need more time to pay.	pa_cannot_pay	pa_create	0.668
I haven't get my paycheck from work	pa_cannot_pay	pa_change_dates	0.616
I'm not able to pay the on the arrangement I set up	pa_cannot_pay	pa_edit_cancel	0.587
I CANT PAY TODAY	pa_cannot_pay	bill_pay	0.554
I don't have anything to pay today	pa_cannot_pay	out_of_scope	0.474
I lost my job and cannot pay on my arrangement	pa_cannot_pay	out_of_scope	0.458
I had a schedule payment recently but we did not have enough funds for the payment...	pa_cannot_pay	payment_processing	0.458
Please I need some extra time for the whole balance	pa_cannot_pay	shop_device_apple	0.455
I can only pay half	pa_cannot_pay	pa_edit_cancel	0.448
Need more time for missed payment	pa_cannot_pay	pa_create	0.448
I have to have my phone I am a nurse and I cannot make a payment until Friday	pa_cannot_pay	worry_shutoff	0.347
I don't have what's due tomorrow	pa_cannot_pay	pa_change_dates	0.34
I need more time with my payment arrangement	pa_cannot_pay	pa_create	0.34
I need it changed to another day due to a fraudulent transaction that was done with my card	pa_change_dates	pa_update_payment	0.998
I only get paid on the 15th and 30th	pa_change_dates	pa_edit_cancel	0.996
I cant pay on the 19 I only get my monthly paycheck on the 27th	pa_change_dates	pa_cannot_pay	0.993
I need to extend the payment arrangement to Oct 9 and Oct 23	pa_change_dates	pa_edit_cancel	0.99
can I moved the arrangement for 10/14	pa_change_dates	pa_edit_cancel	0.986
Need to change the 10-4 to 10-7	pa_change_dates	pa_edit_cancel	0.977
Extend the October 3 payment to October 5	pa_change_dates	pa_edit_cancel	0.965
Can I payments arrangement for next Friday	pa_change_dates	pa_create	0.934
can't make it for that date	pa_change_dates	pa_cannot_pay	0.934
I need to change 10/05 payment until 10/08	pa_change_dates	pa_edit_cancel	0.927

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text	intent	intent_prediction	confidence
It's not letting my choose October 15th	pa_change_dates	broken	0.924
I want to edit the date and the app will not allow a date change.	pa_change_dates	pa_edit_cancel	0.917
But have to push it till tomorrow	pa_change_dates	pa_cannot_pay	0.911
see if i can make a later dat on my payment arrangements	pa_change_dates	pa_create	0.886
I want to extend until Friday	pa_change_dates	pa_edit_cancel	0.866
I need it to be the 20th	pa_change_dates	pa_create	0.859
Change payment due date for second arrangement payment	pa_change_dates	pa_cannot_pay	0.839
I will have to pay my October 6 bill on the 15th	pa_change_dates	pa_edit_cancel	0.786
I need it be due on the 15 of October	pa_change_dates	pa_edit_cancel	0.742
I need to see if I can get the remaining balance of \$115 extended until Friday	pa_change_dates	pa_edit_cancel	0.725
Change the payment of 155.58 to my credit card on file and make the payment date 10/16/2020	pa_change_dates	pa_edit_cancel	0.722
it is not allowing me to set payment on September 27.	pa_change_dates	pa_edit_cancel	0.717
I was hoping to get an extension until this Friday	pa_change_dates	pa_edit_cancel	0.691
I need to change it to pay the full amount on Thurs morning of next week.	pa_change_dates	pa_edit_cancel	0.678
I can only do nov 6	pa_change_dates	pa_cannot_pay	0.606
I need to push back the payment on 10/5	pa_change_dates	pa_cannot_pay	0.594
I don't want that one I picked the wrong day	pa_change_dates	pa_cannot_pay	0.591
I don't have funds in my account until the 2nd, can i do it then	pa_change_dates	pa_cannot_pay	0.586
Can I extend my due date payment	pa_change_dates	pa_cannot_pay	0.542
Can have the 10/02/2020 payment arrangement set back to 10/09/2020	pa_change_dates	pa_cannot_pay	0.495
I can pay this coming Friday	pa_change_dates	pa_cannot_pay	0.488
Change the pay agreement for this Friday	pa_change_dates	pa_edit_cancel	0.465
I need my payment to come out tomorrow	pa_change_dates	bill_pay	0.413
It doesn't let me for the 24th	pa_change_dates	broken	0.372
Need time to pay bill	pa_create	bill_pay	1.0
Get an extension	pa_create	pa_cannot_pay	0.999
can I pay my bill late	pa_create	bill_pay	0.998

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text	intent	intent_prediction	confidence
is there a way we can extend my due date until Tuesday?	pa_create	pa_change_dates	0.998
I need to pay my bill late	pa_create	bill_pay	0.997
Can I set up payment arrangements through here?	pa_create	pa_edit_cancel	0.989
is there a way to pay my bill in installements?	pa_create	bill_pay	0.989
I don't have any money can I get a payment plan extension?	pa_create	pa_cannot_pay	0.986
I am due tomorrow and cannot pay. I need to make arrangement for that bill please	pa_create	pa_cannot_pay	0.966
Is there a way i can have my payment extended to the 20th without late charges?	pa_create	pa_change_dates	0.949
Need more time to make the payment	pa_create	pa_cannot_pay	0.948
Are u aloud to be late with a payment if u can't pay it by the due date	pa_create	pa_change_dates	0.946
do you offer any sort of bill assistance?	pa_create	bill_general	0.834
so sorry I can't make my regular payment is there some extension?	pa_create	pa_cannot_pay	0.812
I need to put a payment arrangement for the 11th bc i wont have the money til then	pa_create	pa_cannot_pay	0.807
is there any kind of grace period after the due date or will my service be shut off	pa_create	worry_shutoff	0.804
Try to arrange the payments	pa_create	pa_change_dates	0.787
I need more time to pay the pending bill	pa_create	pa_cannot_pay	0.745
I'm having trouble paying my bill.	pa_create	bill_view	0.703
I can't pay my bill this month, what are my options?	pa_create	pa_cannot_pay	0.578
Set payment arrangement on account	pa_create	pa_view_existing	0.546
can I have till Friday to pay my \$84 please	pa_create	pa_edit_cancel	0.509
i want to see if i can get a payment arrangement	pa_create	pa_view_existing	0.502
I can't afford my bill	pa_create	bill_general	0.497
I am wondering if I can make my payment for my past due on Thursday and not have my phone shut off....	pa_create	worry_shutoff	0.477
I plan to make a payment Friday for \$115	pa_create	pa_change_dates	0.41
I get paid tommrow so i will just need intill tommorw	pa_create	payment_processing	0.394
Needed to restore my service and set up payment arrangement	pa_create	pa_edit_cancel	0.299
I need to extend it through tomorrow Oct 2	pa_edit_cancel	pa_change_dates	1.0
Need to pay bill on October 15 .	pa_edit_cancel	bill_pay	0.999

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text	intent	intent_prediction	confidence
I need to reschedule my payment	pa_edit_cancel	pa_change_dates	0.999
It doesn't allow me to go past the 15	pa_edit_cancel	broken	0.998
I made I payment arrangement but I cannot pay the amount due on Monday	pa_edit_cancel	pa_cannot_pay	0.997
Can you make the due date for 9/30/2020	pa_edit_cancel	pa_change_dates	0.996
Change amount and date	pa_edit_cancel	pa_change_dates	0.996
Yes can I extent it until Friday	pa_edit_cancel	pa_change_dates	0.992
I want to set another arrangement	pa_edit_cancel	pa_create	0.992
Make another payment arrangement cause I don't have the money in my account to pay it	pa_edit_cancel	pa_cannot_pay	0.988
I need an extension until Friday	pa_edit_cancel	pa_change_dates	0.986
Need to cancel the one for the 16 need a later date	pa_edit_cancel	pa_change_dates	0.986
I would like to get more time to pay	pa_edit_cancel	pa_cannot_pay	0.985
It's not allowing me to edit the date	pa_edit_cancel	pa_change_dates	0.982
can i pay the 81.81 on the 2nd of October	pa_edit_cancel	pa_change_dates	0.977
Its not letting me edit my paymeny option for todays payment of \$76.11	pa_edit_cancel	broken	0.976
im unable to pay right now im in the process of starting a new job	pa_edit_cancel	pa_cannot_pay	0.971
I know my installment was due on the 29th of September but I don't get paid until Tuesday.	pa_edit_cancel	pa_change_dates	0.965
Can you extend to the end of month	pa_edit_cancel	pa_change_dates	0.951
I just need to extend on more day to avoid 20 deactivation fee	pa_edit_cancel	pa_change_dates	0.946
i was calling because I was trying to see if i can change my payment arrangement	pa_edit_cancel	pa_change_dates	0.924
I need to change the first payemtn	pa_edit_cancel	pa_change_dates	0.924
I need a couple of more days. I am not able to make today's payment.	pa_edit_cancel	pa_cannot_pay	0.923
I need to extend the payment arrangement	pa_edit_cancel	pa_cannot_pay	0.909
It's not allowing me to edit the payment plan.	pa_edit_cancel	broken	0.904
Can you set up payment arrangements it isn't giving me enough time	pa_edit_cancel	pa_create	0.892
I would like to change my ardangement and pay it now	pa_edit_cancel	bill_pay	0.876
I need more time for this payment arrangement	pa_edit_cancel	pa_create	0.872
I couldn't edit payment method	pa_edit_cancel	broken	0.871

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text	intent	intent_prediction	confidence
I would like to void the existing payment arrangement and make a new one based on my current bill of \$195	pa_edit_cancel	bill_pay	0.869
Delete payment arrangement	pa_edit_cancel	pa_create	0.862
Need 4 payments	pa_edit_cancel	bill_pay	0.855
Can I change the 9/12 one?	pa_edit_cancel	pa_change_dates	0.842
I will like to pay \$169.16 on 11/01/2020	pa_edit_cancel	bill_pay	0.8
I truly just need like 2 -3 more days. My hours at work got cut alot	pa_edit_cancel	out_of_scope	0.79
Payment arrangement trouble	pa_edit_cancel	pa_create	0.776
I set pa incorrectly	pa_edit_cancel	plan_addons	0.768
Can I pay the full balance on the 16th	pa_edit_cancel	pa_change_dates	0.755
I don't wanna do a payment arrangement I wanna remove the payment arrangement and remove the card	pa_edit_cancel	pa_update_payment	0.711
Can I pay half my balance on 10/9 and second half on 10/16?	pa_edit_cancel	pa_cannot_pay	0.685
I need to split that payment.	pa_edit_cancel	pa_create	0.663
I need more time to pay my past due balance	pa_edit_cancel	pa_create	0.66
I lost my job abs won't be able to pay till Friday	pa_edit_cancel	pa_cannot_pay	0.622
Redo it with new bill	pa_edit_cancel	bill_general	0.541
I'm supposed to have a payment debit tomorrow and the funds to pay it are not going to be deposited into my account until Thursday	pa_edit_cancel	pa_change_dates	0.522
I need to make a different day, it wont go through today	pa_edit_cancel	payment_processing	0.504
I'm trying to change my payment arrangement, but it won't let me	pa_edit_cancel	broken	0.482
I was told that I can pay what I can today and the rest on 09/15	pa_edit_cancel	pa_cannot_pay	0.464
It's only giving me 10/28	pa_edit_cancel	out_of_scope	0.458
i don't need to create a new payment arrangement. we need to fix the old one	pa_edit_cancel	pa_cannot_pay	0.426
I want to setup a payment arrangement, but need to push the two dates out a few days...to 10.15.2020 and 10.30.2020. Is that an option?	pa_edit_cancel	pa_change_dates	0.409
It's not let me set edit the payment arrangement	pa_edit_cancel	broken	0.402
More arrangement options	pa_edit_cancel	pa_cannot_pay	0.399
Can I set up on different payment arrangement	pa_edit_cancel	pa_update_payment	0.385
I need a lower payment for this month or I'll have to pay my phones off and switch services	pa_edit_cancel	bill_pay	0.247
Need to edit payment arrangement	pa_update_payment	pa_edit_cancel	0.999

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text	intent	intent_prediction	confidence
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	0.99
Put my new payment in credit card	pa_update_payment	broken	0.955
I switched bank accounts and need to update the payment on file for my payment arrangement on October 13	pa_update_payment	pa_change_dates	0.93
I need to change the payment source of the payment of 155.58 dated October 30 It needs to be charged to my Visa on file.	pa_update_payment	pa_change_dates	0.923
Yes my Visa had to be cancelled due to fraudulent activity yesterday so I'm trying to pay my bill today with another card	pa_update_payment	bill_pay	0.726
I have 2 cc saved and I need to remove the one ending in 0377 and process the payment for 166.20 on cc ending 3230	pa_update_payment	pa_edit_cancel	0.669
update payment type for payment arrangement	pa_update_payment	pa_create	0.611
How can I see what bank account I use i can't see it	pa_update_payment	bill_view	0.607
I wanna use a different card on my bill extension	pa_update_payment	pa_create	0.583
Change billing information	pa_update_payment	bill_general	0.46
My debit card has been comprised with an unauthorized charge and the payment scheduled for Friday may get Declined.	pa_update_payment	setup_autopay	0.371
I simply want to change my bank account nbr	pa_update_payment	pa_change_dates	0.217
view payment arrangement	pa_view_existing	pa_create	1.0
when are the pay date	pa_view_existing	pa_change_dates	0.997
When is the payment arrangement set up for?	pa_view_existing	pa_create	0.968
I set up a payment arrangement and was trying to look at it to double check dates and amounts but can't find it.	pa_view_existing	pa_edit_cancel	0.923
When is my bill for October due	pa_view_existing	bill_view	0.913
I am very confused, I think I made a payment arrangement to avoid service interruption but it is VERY confusing, can you see if I did?	pa_view_existing	pa_edit_cancel	0.758
I don't remember what day my bill is due I have a payment arrangement already	pa_view_existing	pa_create	0.667
I want to see how much imma get charge in my recent payment	pa_view_existing	bill_view	0.641
my new payment arrangement is 86.77 on 10/1 and 86.76 on 10/12.. Can you make sure you see that on your end? I don't want to get disconnected	pa_view_existing	pa_cannot_pay	0.363
I want to make sure my account is on the payment arrangement I made	pa_view_existing	pa_create	0.305
Did the payment will go tru Friday 10/2 Instead of Wednesday 9/30	payment_processing	pa_change_dates	1.0
I paid my pa installment yesterday	payment_processing	pa_edit_cancel	0.963
so if I just did the payment arrangement again will I still be charged on the 9/30	payment_processing	pa_edit_cancel	0.902
I wanted make sure the payment today gotten paid .it says on my home page that I need to make a payment but I already have	payment_processing	bill_pay	0.892

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text	intent	intent_prediction	confidence
I paid on the 6th	payment_processing	pa_change_dates	0.871
I already applied \$100...@ store location, towards my payment for 10/01	payment_processing	tmo_out_of_scope	0.862
Why it didn't automatically take it out	payment_processing	setup_autopay	0.851
Half payment is on its way.	payment_processing	bill_pay	0.841
But I just found out my bank rejected it	payment_processing	pa_update_payment	0.839
I changed my pay date to October 12. I just got a text that payment processing on 9/30. And this app says 10/3. Pleaee advise	payment_processing	pa_change_dates	0.782
I just paid 125 past due balance	payment_processing	pa_edit_cancel	0.766
i have already created another payment method, I am just confirming if it was accept	payment_processing	pa_update_payment	0.693
It was suppose to come out of my account today but it didn't	payment_processing	pa_edit_cancel	0.661
The payment date was 10/03. Is there a 5 day grace period	payment_processing	pa_change_dates	0.652
I made a payment on Friday that was supposed to been made today it's not showing	payment_processing	pa_edit_cancel	0.636
Can you stop that payment	payment_processing	pa_cannot_pay	0.584
when will this hit my account?	payment_processing	bill_view	0.557
I don't want a payment arrangement I just paid with my debit card and want to know if you received it	payment_processing	pa_update_payment	0.521
I've already made the payment for 75.56	payment_processing	bill_pay	0.509
Ok will it be charged on the 8th? Just making sure it's no sooner or later	payment_processing	pa_change_dates	0.436
I know that I also have paid the first arrangement. But I still see and are getting messages that I have not	payment_processing	pa_cannot_pay	0.382
It was supposed to come out today not sure if it's been charged yet wanting an update to see if you guys have charged my account the \$72 and some change for the arrangement I previously made	payment_processing	pa_edit_cancel	0.22
get apple care	plan_addons	shop_device_apple	0.97
I would like to add internationl calling to my line	plan_addons	line_add	0.96
how i can get Netflix sign up	plan_addons	tmo_out_of_scope	0.882
set up scam blocker	plan_addons	tmo_out_of_scope	0.861
do I have apple care?	plan_addons	shop_device_apple	0.761
How do i add unlimited lte hotspot to my plan	plan_addons	plan_review	0.752
I keep getting scam calls and want them stopped	plan_addons	out_of_scope	0.6
can I get the tv hub kit device added to my bill	plan_addons	bill_general	0.573
how do I do the on us offer?	plan_addons	line_add	0.361

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text	intent	intent_prediction	confidence
north america stateside international talk	plan_addons	tvision	0.304
can I use my phone internationally for one day without charge?	plan_addons	line_add_byo	0.23
I would like to discontinue the 6gb on 9045764126.take it back down to the plan 4gb please	plan_addons	plan_review	0.169
can I get netflix on us	plan_compare	plan_addons	0.998
does my plan have in flight internet	plan_compare	plan_review	0.998
how much is a wireless iPad plan?	plan_compare	shop_device_apple	0.991
i got a promotion by mail fir 55+ can i do it online or do i have to call	plan_compare	transfer_to_expert	0.973
just trying to see if there's a better plan for me?	plan_compare	plan_review	0.902
Is 5G included with the 55+ plan?	plan_compare	plan_review	0.766
Looking at switching plans. Please help me with my decision.	plan_compare	plan_review	0.68
what is the max high speed data plan?	plan_compare	plan_review	0.677
How much would my monthly payments will be for the 55yrs old plan?	plan_compare	thank	0.574
can I upgrade my plan	plan_compare	shop_device	0.496
DO YOU HAVE A PHON EAND PLAN THAT IS NO MORE THAN 25 A MONTH?	plan_compare	thank	0.411
I would like to know how I can change my sprint account to the 55+ for the lower cost	plan_compare	pa_change_dates	0.393
Looking for information for phone service offered by t mobile	plan_compare	tmo_out_of_scope	0.348
Can I get tvision with my plan	plan_review	tvision	0.997
is there a better plan for me?	plan_review	plan_compare	0.985
getting Netflix for free with the Magenta plan. I wanted to know if I am eligible for that.	plan_review	plan_compare	0.813
do I qualify for gogo in flight internet	plan_review	tmo_out_of_scope	0.806
Does my plan cover unlimited mobile hotspot? Thank you.	plan_review	plan_compare	0.696
i was wondering is there a way thru my plan to watch CBS channel 2	plan_review	tvision	0.694
I have a question regarding Netflix and my plan please.	plan_review	plan_compare	0.677
question about my current plan	plan_review	plan_compare	0.566
I would like to know if a cracked screen is covered under my plan?	plan_review	plan_compare	0.491
What is my data limit on this phone line?	plan_review	order_status	0.364
how many minutes are on my account plan?	plan_review	pa_create	0.363

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text	intent	intent_prediction	confidence
Are you guys going to be giving back the unlimited data?	plan_review	plan_compare	0.214
what does my t-mobile service come with	plan_review	worry_shutoff	0.192
update autopay with new card	setup_autopay	pa_update_payment	0.701
Just trying to update my existing autopay credit card information, but impossible to do online - without cancelling autopay and signing up again. Don't want to do that. I just want to change an expiration date. Can't believe you can't do this online.	setup_autopay	pa_update_payment	0.535
I have 5 lines and in need of a phone	shop_device	line_add	0.998
Hi do you carry the lg velvet duel screen phone case?	shop_device	broken	0.995
I need new phones for all three lines as wondering if I'm eligible for any discounts or savings	shop_device	line_add	0.967
Device menu	shop_device	main_menu	0.945
upgrade a line ?	shop_device	line_add	0.903
I want to upgrade line 703-456-6822	shop_device	bill_pay	0.855
I am trying to get a new phone after I paid off the remaining balance of my current phone	shop_device	tmo_out_of_scope	0.818
The cost of add a table to my plan.	shop_device	plan_compare	0.818
shop devices	shop_device	button_shop_other_device	0.756
How much is it going to cost me to get a galaxy note 20 with a new plan and number?	shop_device	plan_compare	0.74
looking for Basic Flip phone for seniors	shop_device	plan_compare	0.716
I want to buy unlocked cell phone	shop_device	tmo_out_of_scope	0.711
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	0.672
can i bye this phone	shop_device	broken	0.632
do you sell the S pen for the note 10+?	shop_device	pa_create	0.607
I want to get my daughter a new phone.	shop_device	order_status	0.486
I need a new phone but have no idea where to start	shop_device	tmo_out_of_scope	0.454
We are looking for wireless ear buds for Android phones	shop_device	plan_compare	0.345
Would like to order two of the Timex Family Connect watches	shop_device	plan_compare	0.331
I need a hot spot device with unlimited service	shop_device	plan_compare	0.323
I would like to trade in my Samsung S9 for the S20 FE. How does that work	shop_device	line_add	0.282
Do you have Google pixels	shop_device	closing	0.229
enrolling in internet service	shop_device_apple	tmo_out_of_scope	0.998

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text	intent	intent_prediction	confidence
npi	shop_device_apple	deny	0.941
I have an existing line. can i take advantage of the iphone 12 trade in promotion?	shop_device_apple	line_add	0.884
i phone 11 how much	shop_device_apple	shop_device	0.818
im looking for an i phone for my daugther	shop_device_apple	order_status	0.709
looking to upgrade my apple watch	shop_device_apple	shop_device	0.686
Nececito mi balance	speak_spanish	bill_view	0.997
Que canales de deportes tiene	speak_spanish	transfer_to_expert	0.993
Eres tu Nelson?	speak_spanish	tvision	0.963
Me gustarÃ-a ver el precio del Samsung s20	speak_spanish	shop_device	0.899
Cuanto cuesta 2 lineas	speak_spanish	line_add	0.892
Muy buenas noches	speak_spanish	out_of_scope	0.791
Balance de mi factura	speak_spanish	bill_view	0.566
Puedo obtener una extension ?	speak_spanish	pa_cannot_pay	0.533
Estoy buscando un LG-G8X,128 gb	speak_spanish	shop_device_apple	0.483
Si, Gracias	speak_spanish	transfer_to_expert	0.474
no entiendo ese mensaje que me mandaron	speak_spanish	broken	0.388
Saludos.	speak_spanish	transfer_to_expert	0.317
no, thank you!	thank	deny	1.0
Thank you, no worries	thank	deny	0.996
Thanks for letting me know	thank	broken	0.986
That will be all	thank	closing	0.984
Thank you guys I was able to make the payment arrangement	thank	pa_create	0.858
Ok I check tomorrow. Thx	thank	pa_change_dates	0.787
no you can sign off now	thank	deny	0.69
Can you help	thank	button_need_help	0.414
I set up my payment method thank for your assistance	thank	pa_update_payment	0.328
Thank you! No need to respond, I will update you as I can.	thank	pa_update_payment	0.307

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text	intent	intent_prediction	confidence
I just set it up on my own. Now scheduled for 9/28. Thank you!	thank	bill_pay	0.277
i want to pay off my device equipment balance?	tmo_out_of_scope	bill_pay	0.999
New customer	tmo_out_of_scope	transfer_to_expert	0.998
tv stick	tmo_out_of_scope	tvision	0.998
EIP balance	tmo_out_of_scope	bill_view	0.977
rebate status	tmo_out_of_scope	order_status	0.969
what is the nearest tower to my house	tmo_out_of_scope	out_of_scope	0.955
Once I re enroll does it give me the 15\$ discount again or that's automatically taken off for ever	tmo_out_of_scope	setup_autopay	0.931
what deal are you guys offering	tmo_out_of_scope	shop_device	0.861
explain deals to me	tmo_out_of_scope	bill_shock	0.852
would like to upgrade a line but I want the credit for the trade in phone applied to the balance of the new phone.	tmo_out_of_scope	shop_device	0.815
Hello, I am thinking of switching 5 lines from Verizon to T-Mobile and have some questions.	tmo_out_of_scope	line_add_byo	0.807
I'm trying to submit a claim for reimbursment	tmo_out_of_scope	out_of_scope	0.774
I would like to know the remaining balance of my apple watch	tmo_out_of_scope	bill_view	0.745
T-Mobile Tuesdays	tmo_out_of_scope	pa_change_dates	0.711
no signal	tmo_out_of_scope	deny	0.58
I would like to payoff the balance owed on my device.	tmo_out_of_scope	bill_view	0.562
t-mobile network	tmo_out_of_scope	broken	0.504
changing service to you	tmo_out_of_scope	transfer_to_expert	0.497
Looking to change internet	tmo_out_of_scope	pa_change_dates	0.426
i would love to join t mobile	tmo_out_of_scope	plan_review	0.323
I need to check coverage in my area	tmo_out_of_scope	tvision	0.296
question about switching carriers	tmo_out_of_scope	line_add_byo	0.291
What is my disconnection date	tmo_out_of_scope	worry_shutoff	0.243
do you have promo running	tmo_out_of_scope	closing	0.224
I need to set up my new phone	tmo_out_of_scope	order_status	0.218
I'm switching to verizon	transfer_to_expert	tmo_out_of_scope	0.999

Report 1 Intent Errors

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text	intent	intent_prediction	confidence
go away this is useless	transfer_to_expert	affirm	0.997
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	pa_edit_cancel	0.904
what is the customer service phone number	transfer_to_expert	shop_device	0.892
Heip	transfer_to_expert	tmo_out_of_scope	0.876
I want to remove a line	transfer_to_expert	line_suspend	0.864
Could you let me talk someone else please	transfer_to_expert	out_of_scope	0.818
I don't want to talk to a robot	transfer_to_expert	out_of_scope	0.799
I dont want a chatbot	transfer_to_expert	deny	0.798
Team member	transfer_to_expert	shop_device	0.731
You don't understand oh wow.. I will call the store	transfer_to_expert	out_of_scope	0.704
Want to cancel 2 lines n wqnn cut cost of my bill down or ill look elsewhere if u cannot find me a better deal	transfer_to_expert	bill_view	0.699
I want to close my account	transfer_to_expert	line_suspend	0.668
Yes I received a text stating my first responder is not verified.	transfer_to_expert	payment_processing	0.646
I know just need someone to call so i can pay need good with paying this way online 9102623284	transfer_to_expert	pa_edit_cancel	0.589
close my account	transfer_to_expert	line_suspend	0.58
I got disconnected from my chat	transfer_to_expert	line_suspend	0.564
something is wrong with my auto payment and I need to talk with a representative	transfer_to_expert	setup_autopay	0.55
I'll just call the T-Mobile office	transfer_to_expert	tmo_out_of_scope	0.531
How do I cancel my plan	transfer_to_expert	plan_review	0.502
Is this going to be recurring every month? If so I have no problem going back to Verizon.	transfer_to_expert	tmo_out_of_scope	0.475
This is to hard and frustrating me	transfer_to_expert	broken	0.462
complaint	transfer_to_expert	worry_shutoff	0.438
My bill should be less than it is i need to talk to someone	transfer_to_expert	bill_general	0.433
Talk to someone about it	transfer_to_expert	bill_general	0.407
Is there chat support available?	transfer_to_expert	tvision	0.4
I would like to report racism in one of your locations	transfer_to_expert	plan_review	0.387
live agent for Sprint billing department	transfer_to_expert	pa_create	0.336

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text	intent	intent_prediction	confidence
how can i get ahold of customer care? not sales, but customer care?	transfer_to_expert	plan_addons	0.314
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	0.302
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	plan_review	0.286
I know what I owe please pass my message to a team member thank you	transfer_to_expert	thank	0.278
will there be an app I can install directly on my samsung smart TV?	tvision	shop_device	0.959
is showtime included	tvision	plan_review	0.947
we are on xfinity and I want to cancel them. How easy is it to install T Live and Vibe?	tvision	pa_edit_cancel	0.922
Is there a dvr option?	tvision	main_menu	0.651
are there plans for it to be on roku	tvision	plan_compare	0.638
How much is the TV service I have 4 tvs at my house	tvision	bill_view	0.559
Im in San antonio (78345 area) and trying to see what LOCAL channels you offer but not seeing any.	tvision	pa_edit_cancel	0.536
Hi just wondering if you can get this on a roku box	tvision	thank	0.444
I was looking at the T-Mobile tv	tvision	tmo_out_of_scope	0.342
What are the 30 channels do you get	tvision	pa_change_dates	0.289
So why did I receive this text	why	payment_processing	0.998
I'm sorry but I'm looking for more clarification	why	out_of_scope	0.96
So why is my service off?	why	worry_shutoff	0.738
What is the problem?	why	main_menu	0.412
Why does it say I'm late then?	why	pa_create	0.333
I was told I could pay 86.21 to keep my phone on. Is that right?	worry_shutoff	bill_pay	0.97
I cannot afford to lose service	worry_shutoff	pa_cannot_pay	0.949
If I don't pay the 92.44 today is my phone going to shut off	worry_shutoff	bill_pay	0.931
I don't want to be disconnected at midnight my check doesn't come until 3a	worry_shutoff	pa_change_dates	0.856
Can I pay less than that and not have the service interrupted	worry_shutoff	pa_edit_cancel	0.772
how can I make my phone stay on?	worry_shutoff	bill_pay	0.451
what do I need to do to maintain service?	worry_shutoff	main_menu	0.438
I am a nurse I need my phone for work will this keep the service	worry_shutoff	pa_cannot_pay	0.413

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text	intent	intent_prediction	confidence
Is there a cutoff date for my account	worry_shutoff	line_suspend	0.374
Is my service still active	worry_shutoff	transfer_to_expert	0.31
My phones are off	worry_shutoff	shop_device	0.31