

Sep 25, 17 8:36

00_WronglyConnected

Page 1/1

bye

Sep 25, 17 8:36

00_WronglyConnected.output

Page 1/1

I am the ovation insurance bot: how can I help you?
Goodbye and see you soon!

Sep 25, 17 8:36

01_AcceptFirst

Page 1/1

Hi, I want to have a telephone call with my agent.
Okay

Sep 25, 17 13:24

01_AcceptFirst.output

Page 1/1

I am the ovation insurance bot: how can I help you?
The earliest available slot would be today at half past 5 in the afternoon. That's in about 3 hours
So the agent will call you today at half past 5 in the afternoon. That's in about 3 hours. Thank you and goodbye.

Sep 25, 17 8:36

02_AcceptSecond

Page 1/1

Hi, I want to have a telephone call with my agent.
No way
Okay

Sep 25, 17 13:24

02_AcceptSecond.output

Page 1/1

I am the ovation insurance bot: how can I help you?
The earliest available slot would be today at half past 5 in the afternoon. That's in about 3 hours
Do you prefer to schedule the appointment in the morning or in the afternoon?
So the agent will call you today at half past 5 in the afternoon. That's in about 3 hours. Thank you and goodbye.

Sep 25, 17 8:36

03_PostponeToTomorrow

Page 1/1

Hi, I want to have an appointment.
No, but how about tomorrow.
Okay

Sep 25, 17 13:24

03_PostponeToTomorrow.output

Page 1/1

I am the ovation insurance bot: how can I help you?
The earliest available slot would be today at half past 5 in the afternoon. That's in about 3 hours
Ok, let me see... How about today at half past 5 in the afternoon. That's in about 3 hours?
So the agent will call you today at half past 5 in the afternoon. That's in about 3 hours. Thank you and goodbye.

Sep 25, 17 8:36

04_PostponeNotToday

Page 1/1

Hi, I want to have an appoinment.
No, today does not work for me, but how about tomorrow.
Okay

Sep 25, 17 13:24

04_PostponeNotToday.output

Page 1/1

I am the ovation insurance bot: how can I help you?
The earliest available slot would be today at half past 5 in the afternoon. That's in about 3 hours
Ok, let me see... How about today at half past 5 in the afternoon. That's in about 3 hours?
So the agent will call you today at half past 5 in the afternoon. That's in about 3 hours. Thank you and goodbye.

Sep 25, 17 8:36

05_NextMonday

Page 1/1

Hi, I want to have an appointment.
No, that doesn't work, but how about next monday.
in the afternoon
okay

Sep 25, 17 13:24

05_NextMonday.output

Page 1/1

I am the ovation insurance bot: how can I help you?
The earliest available slot would be today at half past 5 in the afternoon. That
's in about 3 hours
Ok, let me see... How about Monday the second of October at 1 o'clock in the aft
ernoon?
Ok, let me see... How about Monday the second of October at 1 o'clock in the aft
ernoon?
So the agent will call you Monday the second of October at 1 o'clock in the afte
rnoon. Thank you and goodbye.

Sep 25, 17 8:36

06_NextWednesday

Page 1/1

Hi, I want to have an appointment.
No, that doesn't work, but how about next Wednesday.
in the morning
Okay

Sep 25, 17 13:24

06_NextWednesday.output

Page 1/1

I am the ovation insurance bot: how can I help you?
The earliest available slot would be today at half past 5 in the afternoon. That
's in about 3 hours
Ok, let me see... Do you prefer to schedule the appointment in the morning or in
the afternoon?
Ok, let me see... How about tomorrow at 12 o'clock in the morning?
So the agent will call you tomorrow at 12 o'clock in the morning. Thank you and
goodbye.

Sep 25, 17 8:36

07_ConcreteDate

Page 1/1

Please schedule an appointment on 26th of september. Thank you.
OK

Sep 25, 17 13:24

07_ConcreteDate.output

Page 1/1

I am the ovation insurance bot: how can I help you?
Ok, let me see... The earliest available slot would be today at half past 5 in the afternoon. That's in about 3 hours
So the agent will call you today at half past 5 in the afternoon. That's in about 3 hours. Thank you and goodbye.

Sep 25, 17 8:36

08_AfterFive

Page 1/1

Appointment
I can only after 5 o'clock
OK

Sep 25, 17 13:24

08_AfterFive.output

Page 1/1

I am the ovation insurance bot: how can I help you?
The earliest available slot would be today at half past 5 in the afternoon. That's in about 3 hours
Ok, let me see... Do you prefer to schedule the appointment in the morning or in the afternoon?
So the agent will call you today at half past 5 in the afternoon. That's in about 3 hours. Thank you and goodbye.

Sep 25, 17 8:36

09_MultipleDays

Page 1/1

Hi, I want to have an appointment.
No, I can only Wednesday and Friday
morning
okay

Sep 25, 17 13:24

09_MultipleDays.output

Page 1/1

I am the ovation insurance bot: how can I help you?
The earliest available slot would be today at half past 5 in the afternoon. That
's in about 3 hours
Ok, let me see... Do you prefer to schedule the appointment in the morning or in
the afternoon?
Ok, let me see... How about Friday the 29th of September at 9 o'clock in the mor
ning?
So the agent will call you Friday the 29th of September at 9 o'clock in the morn
ing. Thank you and goodbye.

Sep 25, 17 8:36	10_Repeat	Page 1/1
<p>Appointment Repeat No Please repeat again I do not understand. Could you repeat, please. In the afternoon, please On monday, please Okay</p>		

Sep 25, 17 13:24	10_Repeat.output	Page 1/1
<p>I am the ovation insurance bot: how can I help you? The earliest available slot would be today at half past 5 in the afternoon. That's in about 3 hours Sure: The earliest available slot would be today at half past 5 in the afternoon . That's in about 3 hours Do you prefer to schedule the appointment in the morning or in the afternoon? Sure: Do you prefer to schedule the appointment in the morning or in the afternoon? Sure: Do you prefer to schedule the appointment in the morning or in the afternoon? Ok, let me see... Which day of the week would you prefer? Ok, let me see... How about Monday the second of October at 1 o'clock in the afternoon? So the agent will call you Monday the second of October at 1 o'clock in the afternoon. Thank you and goodbye.</p>		

Sep 25, 17 8:36

11_BeforeAfter

Page 1/1

No
Appointment
i can not after 5 o'clock
I can before 15 o'clock
I dont like before 7 o'clock

Sep 25, 17 13:24

11_BeforeAfter.output

Page 1/1

I am the ovation insurance bot: how can I help you?
So, how could I help you?.
The earliest available slot would be today at half past 5 in the afternoon. That
's in about 3 hours
Ok, let me see... There are no more free appointments slots left.
Ok, let me see... There are no more free appointments slots left.
Ok, let me see... There are no more free appointments slots left.

Page 1/1

13/15

Sep 25, 17 8:36	13_suit	Page 1/1
<p>make an appointment This appointment doesn't suit me at all Okay</p>		

Sep 25, 17 13:24	13_suit.output	Page 1/1
<p>I am the ovation insurance bot: how can I help you? The earliest available slot would be today at half past 5 in the afternoon. That's in about 3 hours Do you prefer to schedule the appointment in the morning or in the afternoon? So the agent will call you today at half past 5 in the afternoon. That's in about 3 hours. Thank you and goodbye.</p>		

Sep 25, 17 8:36

14_NotInTheAfternoon

Page 1/1

Hi, I want to have an appointment.
No, I cannot come in the afternoon
Okay

Sep 25, 17 13:24

14_NotInTheAfternoon.output

Page 1/1

I am the ovation insurance bot: how can I help you?
The earliest available slot would be today at half past 5 in the afternoon. That
's in about 3 hours
Ok, let me see... How about Thursday the 28th of September at 9 o'clock in the m
orning?
So the agent will call you Thursday the 28th of September at 9 o'clock in the mo
rning. Thank you and goodbye.