Sep 25, 17 8:36	00_WronglyConnected	Page 1/1	Sep 25, 17 8:36 <b>00_WronglyConnected.output</b>	Page 1/1
bye			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	Sep 25, 17 8:36	01_AcceptFirst.output	Page 1/1
Hi, I want to have a telephokay		. 490 1,1	I am the ovation insur The earliest available	cance bot: how can I help you?	afternoon. That's
			in about 3 hours So the agent will call	rance bot: how can I help you? e slot would be today at 5 o'clock in the a you today at 5 o'clock in the afternoon. i goodbye.	That's in about
			3 hours. Thank you and	goodbye.	

Sep 25, 17 8:36	02_AcceptSecond	Page 1/1	Sep 25, 17 8:36	02_AcceptSecond.output	Page 1/1
Hi. I want to have a tel	lephone call with my agent.	raye I/1		rance bot: how can I help you? e slot would be today at 5 o'clock in the after	
No way Okay			l in about 3 hours		
Oxay			Do you prefer to sche So the agent will cal 3 hours. Thank you an	dule the appointment in the morning or in the all you today at 5 o'clock in the afternoon. That d goodbye.	afternoon? t's in about

Con 05 47 0:00	02 PostnonoToTomorrow	De 77. 4/4	Con 05 47 0:00		1/1
Sep 25, 17 8:36	03_PostponeToTomorrow	Page 1/1	Sep 25, 17 8:36	03_PostponeToTomorrow.output Page	9 1/1
Hi, I want to have an No, but how about tomo	prrow.		The earliest availal	surance bot: how can I help you? ble slot would be today at 5 o'clock in the afternoon. I	hat's
o.i.a.,			So the agent will ca	ow about tomorrow at 5 o'clock in the afternoon? all you tomorrow at 5 o'clock in the afternoon. Thank yo	ou and
			goodbye.	-	

0 0 1 1 1 1 1 1	04 Dootmay NotToday		0 0 1 - 1 - 1	04 DeetweensNetTedessestes t	7 Illited by
Sep 25, 17 8:36	04_PostponeNotToday	Page 1/1	Sep 25, 17 8:36	04_PostponeNotToday.output	Page 1/1
Hi, I want to have an a No, today does not work Okay	ppoinment. for me, but how about tomorrow.		l in about 3 hours	urance bot: how can I help you? le slot would be today at 5 o'clock in the aft	
			Ok, let me see Ho So the agent will ca goodbye.	w about tomorrow at 5 o'clock in the afternoon ll you tomorrow at 5 o'clock in the afternoon.	? Thank you and

Sep 25, 17 8:36	05_NextMonday	Page 1/1	Sep 25, 17 8:36	05_NextMonday.output	Page 1/1
Hi, I want to have an a	appointment. but how about next monday.		I am the ovation insur	rance bot: how can I help you? e slot would be today at 5 o'clock in the	afternoon. That's
okay			Ok, let me see Do y	you prefer to schedule the appointment in	the morning or in
			the afternoon? Ok, let me see How	about Monday the 25th of September at $7\ \mathrm{o}$	clock in the eve
			ning? So the agent will call ing. Thank you and goo	l you Monday the 25th of September at 7 o $^\prime$ odbye.	clock in the even

Sep 25, 17 8:36	06_NextWednesday	Page 1/1	Sep 25, 17 8:36	06_NextWednesday.output	Page 1/1
Hi, I want to have an app No, that doesn't work, bu in the morning			I am the ovation insu The earliest available in about 3 hours	rance bot: how can I help you? e slot would be today at 5 o'clock in the	afternoon. That'
Okay			Ok, let me see Do	you prefer to schedule the appointment in	the morning or i
			the afternoon? Ok, let me see How	about Wednesday the 27th of September at	12 o'clock in th
			morning? So the agent will cal morning. Thank you an	l you Wednesday the 27th of September at 1: d goodbye.	2 o'clock in the

Sep 25, 17 8:36 <b>07_Concrete</b>	Date	Page 1/1	Sep 25, 17 8:36	07_ConcreteDate.ou	utput Page 1/1
Please schedule an appointment on 26th of septer		age I/I	I am the ovation ins	urance bot: how can I help you?	rage 1/1
OK	abei. mank you.		Ok, let me see Th	the earliest available slot would	be Tuesday the 26th of Septe
			So the agent will ca	urance bot: how can I help you? the earliest available slot would the morning the you Tuesday the 26th of Septe goodbye.	ember at 9 o'clock in the mor
			ning. Thank you and	goodbye.	

Sep 25, 17 8:36	08_AfterFive	Page 1/1	Sep 25, 17 8:36
Sep 25, 17 8:36 Appointment I can only after 5 o clock OK	08_AfterFive	Page 1/1	Sep 25, 17 8:36  I am the ovation insurance bot The earliest available slot wo in about 3 hours Ok, let me see Do you prefet the afternoon? So the agent will call you too 3 hours. Thank you and goodbye

Sep 25, 17 8:36	08_AfterFive.output	Page 1/1
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ot: how can I help you? Yould be today at 5 o'clock in the afternoon. That's

er to schedule the appointment in the morning or in

day at 5 o'clock in the afternoon. That's in about

	OO Multiple Davis	5 4/4	0 05 15 000	00 Multiple Davis autment	T fillited by
Sep 25, 17 8:36	09_MultipleDays	Page 1/1	Sep 25, 17 8:36	09_MultipleDays.output	Page 1/1
Hi, I want to have an appoint No, I can only Wednesday and morning	ntment. nd Friday		in about 3 hours	rance bot: how can I help you? e slot would be today at 5 o'clock in	
okay			the afternoon?	you prefer to schedule the appointment	
			Ok, let me see How morning?	about Wednesday the 27th of September	
			So the agent will cal morning. Thank you an	1 you Wednesday the 27th of September of goodbye.	at 12 o'clock in the

Appointment Repeat No Please repeat again I do not understand. Could you re In the afternoon, please On monday, please Okay	epeat, please.	
No Please repeat again I do not understand. Could you re In the afternoon, please On monday, please	epeat, please.	
I do not understand. Could you re In the afternoon, please On monday, please	epeat, please.	
In the afternoon, please On monday, please	peat, please.	
On monday, please Okay		
okay		

Sep 25, 17 8:36	10_Repeat.output	Page 1/1
Sep 25, 17 8:36	10_Repeat.output	Page

I am the ovation insurance bot: how can I help you?

The earliest available slot would be today at 5 o'clock in the afternoon. That's in about 3 hours

Sure: The earliest available slot would be today at 5 o'clock 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 afterno on?

Ok, let me see... Which day of the week would you prefer?

Ok, let me see... How about Monday the 25th of September at 7 o'clock in the eve ning?

So the agent will call you Monday the 25th of September at 7 o'clock in the even ing. Thank you and goodbye.

Sep 25, 17 8:36	11_BeforeAfter	Page 1/1	Sep 25, 17 8:36	11_BeforeAfter.output	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			I in about 3 bours	ance bot: how can I help you? ou?. slot would be today at 5 o'clock in the af e are no more free appointments slots left. e are no more free appointments slots left. e are no more free appointments slots left.	

Sep 25, 17 8:36	Page 1/1
I WOULD LIKE IT NEXT WEEK WEDNESDAY  I am the ovation insurance bot: how can I help you?  Ok, let me see The earliest available slot would be Wedneso tember at 12 o'clock in the morning	lay the 27th of Sep
combet at 12 o crock in the morning	

Sep 25, 17 8:36	13_suit	Page 1/1	Sep 25, 17 8:36
Sep 25, 17 8:36  make an appointment This appointment doesn't st Okay	13_suit	Page 1/1	Sep 25, 17 8:36  I am the ovation in The earliest availatin about 3 hours Do you prefer to so so the agent will of 3 hours. Thank you

13\_suit.output Page 1/1

nsurance bot: how can I help you? able slot would be today at 5 o'clock in the afternoon. That's

schedule the appointment in the morning or in the afternoon? call you today at 5 o'clock in the afternoon. That's in about and goodbye.

Sep 25, 17 8:36	14_NotInTheAfternoon	Page 1/1	Sep 25, 17 8:36	14_NotInTheAfternoon.output	Page 1/1
Hi, I want to have an appoi	nment.	g	I am the ovation insu	rance bot: how can I help you? e slot would be today at 5 o'clock in the after	rnoon. That's
Okay			Ok, let me see How	about Monday the 25th of September at 9 o'cloc	ck in the mor
			ning? So the agent will cal ing. Thank you and go	l you Monday the 25th of September at 9 o'clock odbye.	c in the morn