

Sep 25, 17 8:36

00_WronglyConnected

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bye

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00_WronglyConnected.output

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

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01_AcceptFirst

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

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01_AcceptFirst.output

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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
So the agent will call you today at 5 o'clock in the afternoon. That's in about
3 hours. Thank you and goodbye.

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02_AcceptSecond

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

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02_AcceptSecond.output

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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
Do you prefer to schedule the appointment in the morning or in the afternoon?
So the agent will call you today at 5 o'clock in the afternoon. That's in about 3 hours. Thank you and goodbye.

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03_PostponeToTomorrow

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

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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 5 o'clock in the afternoon. That's
in about 3 hours
Ok, let me see... How about tomorrow at 5 o'clock in the afternoon?
So the agent will call you tomorrow at 5 o'clock in the afternoon. Thank you and
goodbye.

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04_PostponeNotToday

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

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04_PostponeNotToday.output

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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
Ok, let me see... How about tomorrow at 5 o'clock in the afternoon?
So the agent will call you tomorrow at 5 o'clock in the afternoon. Thank you and
goodbye.

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05_NextMonday

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

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05_NextMonday.output

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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
Ok, let me see... Do 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 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.

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06_NextWednesday

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

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06_NextWednesday.output

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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
Ok, let me see... Do you prefer to schedule the appointment in the morning or in
the afternoon?
Ok, let me see... How about Wednesday the 27th of September at 12 o'clock in the
morning?
So the agent will call you Wednesday the 27th of September at 12 o'clock in the
morning. Thank you and goodbye.

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07_ConcreteDate

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

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07_ConcreteDate.output

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I am the ovation insurance bot: how can I help you?
Ok, let me see... The earliest available slot would be Tuesday the 26th of September at 9 o'clock in the morning
So the agent will call you Tuesday the 26th of September at 9 o'clock in the morning. Thank you and goodbye.

Sep 25, 17 8:36	08_AfterFive	Page 1/1
<p>Appointment I can only after 5 o'clock OK</p>		

Sep 25, 17 8:36	08_AfterFive.output	Page 1/1
<p>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 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 5 o'clock in the afternoon. That's in about 3 hours. Thank you and goodbye.</p>		

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09_MultipleDays

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

Sep 25, 17 8:36

09_MultipleDays.output

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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
Ok, let me see... Do you prefer to schedule the appointment in the morning or in
the afternoon?
Ok, let me see... How about Wednesday the 27th of September at 12 o'clock in the
morning?
So the agent will call you Wednesday the 27th of September at 12 o'clock in the
morning. 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 8:36	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 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 afternoon? 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 evening? So the agent will call you Monday the 25th of September at 7 o'clock in the evening. Thank you and goodbye.</p>		

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11_BeforeAfter

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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 8:36

11_BeforeAfter.output

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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 5 o'clock 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.

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13_suit

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make an appointment
This appointment doesn't suit me at all
Okay

Sep 25, 17 8:36

13_suit.output

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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
Do you prefer to schedule the appointment in the morning or in the afternoon?
So the agent will call you today at 5 o'clock in the afternoon. That's in about 3 hours. Thank you and goodbye.

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14_NotInTheAfternoon

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

Sep 25, 17 8:36

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 5 o'clock in the afternoon. That's
in about 3 hours
Ok, let me see... How about Monday the 25th of September at 9 o'clock in the mor
ning?
So the agent will call you Monday the 25th of September at 9 o'clock in the morn
ing. Thank you and goodbye.