As discussed the objective is to start to build a dataset for supervised training. There are 501 transcripts but we’ll hopefully try and get 200 transcripts before the end-of-the-year. Make sure to use the transcripts and not the audio. There are 19 rule set that are of interest but we’ll just focus on the 5 rules below:

|  |  |  |  |
| --- | --- | --- | --- |
| Rule Number | Key word | Description | Criteria |
| 3 | Credit check | Indicator that the consumer has been advised that a credit check will be performed. Mandatory information to be provided to the consumer. | Identify calls where this ~~phrase~~ is included in the ~~call.~~ transcript (spelling mistakes allowed) |
| 8 | Welcome pack | Customer must be provided with full terms and conditions in writing within regulatory timeframes. |
| 10 | Cooling off period | Customer must be advised of their right to cool off the contract within 10 business days of receiving the welcome pack. |
| 15 | Call is recorded | Requirement to advise the customer as soon as practical that the call is being recorded. | Identify the calls where this phrase is included within the first 250 words / early in the call |
| 18 | Yes | Immediately following “do you confirm you ~~are over 18~~, authorised to enter into this agreement, and understand and accept the terms and conditions of this offer, these are also on Powershop’s website.  Please respond with yes or no.  Note:  Demonstrates capability to identify questions and responses within a specific context during the call. | “Yes” must be the first word following ‘no’ in the scenario. |

I’ve divvy up the transcripts:

|  |  |
| --- | --- |
| Document Number  (POW.001.000XXX) | Individual |
| 1:50 | Eu Jin |
| 51:100 | Jake |
| 101:150 | Ridzuan |
| 151:200 | Sarah |
| 201 – 400 | Test case (ignore) |
| 401 – 450 | Chris P |
| 451 – 501 | Hafsah |