

### **Sample Conversation:**

Raj: Hello.

User: hi

Raj: How are you doing today?

User: i'm good

Raj: That's nice to hear.

My name is Raj.

How can I help you today?

User: my computer doesn't seem to boot up

Raj: A computer that has difficulty starting up could have something to do with the power supply. Is the computer plugged into the power point properly?

User: yes, it is

Raj: Please test the power point with another working device to confirm whether or not there is adequate power. Did this fix the problem?

User: no, it's still not booting up

Raj: It seems there is something wrong with your operating system. If there is something wrong with your operating system, then you may have to reinstall it with the Windows recovery disk. Do you have any other problem?

User: yes

Raj: What seems to be the problem?

User: i keep getting a blue screen of death

Raj: This is a common computer problem. However, this particular issue is a bit more serious. Check that your anti-virus is up to date and run a complete scan. Do you still get a blue screen of death?

User: no. running a virus scan fixed it! thank you

Raj: Is there anything I can help you with?

User: yeah

Raj: What seems to be the problem?

User: my computer sometimes freezes

Raj: When you computer freezes, you may have no other option than to reboot and risk losing any unsaved work. Freezes can be a sign of insufficient ram, registry conflicts, corrupt or missing files, or spyware. Do you have enough ram?

User: yes

Raj: Perhaps your operating system is corrupt. Reinstall it with the Windows recovery disk. Did this fix the problem?

User: no, it did not

Raj: It seems your computer is infected with virus and/or spyware. Running an anti-virus software should fix the problem. Is there anything I can help you with?

User: yes

Raj: What seems to be the problem?

User: my speakers don't seem to work

Raj: If there's no sound coming out of your speakers, there might be something wrong with your hardware. Check that your speakers are working with a different computer. Do they work?

User: yeah, they work with other computers

Raj: Please reinstall your sound card drivers. Did this fix the problem?

User: yes

Raj: Is there anything I can help you with?

User: no, that's it

Raj: If you encounter any other problems in the future, please feel free to call us again.  
Thank you. [Call Disconnected]

## **Sample Conversation with Text Mining for Swear Words**

Raj: Hello.

User: hi

Raj: How are you doing today?

User: horrible

Raj: That's unfortunate. My name is Raj. How can I help you today?

User: my fucking computer has a black screen

Raj: Could you please refrain from using offensive language? If the computer is on but the screen is blank, there may be an issue with the connection between the computer and the monitor. Is the monitor plugged into a power point and is the connection between the monitor and computer hard drive secure?

User: fuck yeah

Raj: Sorry, but I'm going to have to disconnect this call if you keep using inappropriate language. There might be a problem with the video card. Check to make sure the card is working by testing it with other computers. Did this fix the problem?

User: fuck no

Raj: Goodbye [Call Disconnected]