Lab 3: Data collection, distillation and annotation

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1. Transcriptions
2. **Real state agency**

*A:Agent C:Customer*

|  |  |
| --- | --- |
| C | Hi, I would like to purchase a house |
| A | Hi, yeah, of course, hmmm… how many bedrooms are you looking for? |
| C | Hmmm I have one son and two daughters, so we would need a house with a minimum of four rooms |
| A | Yeah, that sounds great, hmm when are you looking to move? |
| C | Hmmm we would want to move in theee… the coming year |
| A | Yeah, that sounds great. And is this for the local area or are you looking outside of the area? |
| C | We would want to live in the local area |
| A | Great. Hmmm have you been having any issues with your mortgage? |
| C | Hmmm no. hmmm we don’t have a lot of mortgage left to pay for a house, and we would possibly want to move our mortgage from our current house to the one that we are purchasing. I don’t know if that’s a thing in different countries but in Sweden it’s possible |
| A | Yeah, great, well I can have a look and I can get in contact with you… later? |
| C | Uhum… (yes) |
| A | What is your phone number? |
| C | It’s 7074575185 |
| A | Great! I’ll be sure to call you in the coming week |
| C | Ok, have a good day |
| A | Bye! |
| C | Thank you! Bye! |

1. **Real state agency II**

*A:Agent C:Customer*

|  |  |
| --- | --- |
| C | Hi, I am looking to rent a place in the area |
| A | Ok, hmmm what size are you looking for? |
| C | Hmmm… just two bedrooms please |
| A | Uhum, and… what is your budget? |
| C | It is… big. No, I am looking to… for something that it is… around ten thousand a month |
| A | Uhum |
| C | Yeah |
| A | That’s sounds good. Hmmm do you have any preference of ehh… what floor… you want to stay in? |
| C | Yeah, I would like to… be on the ground floor |
| A | Uhum |
| C | If possible |
| A | Hmmm… when would you like to move in? |
| C | Hmmm… as soon as possible |
| A | Ok, hmmm… do you have any other questions? |
| C | No, that’s all… |
| A | All you wanted to know? |
| C | Yes |
| A | Great! Then we will contact you if we find something that matches your preferences |
| C | Great, looking forward to your call |
| A | Have a great day, bye! |
| C | Thanks, bye! |

1. **Recepcionist**

*R:Recepcionist P:Person*

|  |  |
| --- | --- |
| R | Hello, how may I help you? |
| P | Hmmm… I would like to speak to Mr. Anderson, please. Could you check if he’s available? |
| R | Of course, what should I say this call is about? |
| P | Hmm… we hmm… were supposed to meet for lunch today, but I won’t be able to make it |
| R | Ok, let me just check. Mr. Anderson is in a meeting right now, but I can send your message forward to him and he can get back to you |
| P | Yes, please. Could you ask him to… hmmm no, that’s not what I wanted to say. Could you ask him to call me back, hmmm on my mobile number? |
| R | Yes, of course. Does he have your mobile number? |
| P | No, he doesn’t |
| R | Ok, can I take it? |
| P | Yes, it’s 0704575856 |
| R | Ok, great. I’ll send it forward to him |
| P | Thank you very much. Good bye |
| R | Bye bye |

1. **Recepcionist II**

*R:Recepcionist P:Person*

|  |  |
| --- | --- |
| P | Hi, can I speak to Mr. Anderson? |
| R | Hmmm… sure. What’s your name? |
| P | It’s tala |
| R | Hmmm I will check if he’s available. Just hold on one second |
| P | Sure |
| R | Hmmm I’m afraid that he’s out for the moment. Could I take a message, or would you like to wait? |
| P | Hmmm is it possible for him to call me back when he’s available? |
| R | Hmmm yes. Should I... hmmm ask him to… call you… on your mobile? |
| P | Yes, that would be great |
| R | Hmmm what’s your mobile number? |
| P | It’s 07777777 |
| R | Ok, I will ask him to give you a call when he gets back |
| P | Thank you |

1. Distilled transcriptions
2. **Real state agency**

*S:System U:User*

|  |  |
| --- | --- |
| U | Hi. I would like to purchase a house |
| S | Hi. Yeah, of course. How many bedrooms? |
| U | I have one son and two daughters, so we would need a house with a minimum of four rooms |
| S | Sounds great. When would you like to move? |
| U | We would want to move in the coming year |
| S | Sounds great. Is this for the local area or outside? |
| U | We would want to live in the local area |
| S | Great. Any issues with your mortgage? |
| U | No. We don’t have a lot of mortgage left to pay for a house. We would possibly want to move our mortgage from our current house to the new one. I don’t know if that’s a thing in different countries. In Sweden it’s possible |
| S | Great. Can I check and contact you later? |
| U | Uhum |
| S | What is your phone number? |
| U | It’s 7074575185 |
| S | Great! I’ll call you next week |
| U | Ok, have a good day |
| S | Bye! |
| U | Thank you! Bye! |

1. **Real state agency II**

*S:System U:User*

|  |  |
| --- | --- |
| U | Hi, I am looking to rent a place in the area |
| S | Ok, what size are you looking for? |
| U | Just two bedrooms please |
| S | What is your budget? |
| U | Around ten thousand a month |
| S | Uhum |
| U | Yeah |
| S | Sounds good. Do you have any preference of floor? |
| U | Yeah, I would like to be on the ground floor |
| S | Uhum |
| U | If possible |
| S | When would you like to move in? |
| U | As soon as possible |
| S | Ok, do you have any other questions? |
| U | No, that’s all |
| S | Great! Then we will contact you if we find something that matches your preferences |
| U | Great, looking forward to your call |
| S | Have a great day, bye! |
| U | Thanks, bye! |

1. **Recepcionist**

*S:System U:User*

|  |  |
| --- | --- |
| S | Hello, how may I help you? |
| U | I would like to speak to Mr. Anderson, please. Could you check if he’s available? |
| S | Of course, what is this call about? |
| U | We were supposed to meet for lunch today, but I won’t be able to make it |
| S | Ok, let me check. Mr. Anderson is in a meeting right now, but he can contact you later |
| U | Yes, please. Could you ask him to call me back on my mobile number? |
| S | Yes, of course. Does he have your mobile number? |
| U | No, he doesn’t |
| S | Ok, can I take it? |
| U | Yes, it’s 0704575856 |
| S | Ok, great. I’ll forward your message |
| U | Thank you very much. Good bye |
| S | Bye bye |

1. **Recepcionist II**

*S:System U:User*

|  |  |
| --- | --- |
| U | Hi, can I speak to Mr. Anderson? |
| S | Sure. What’s your name? |
| U | It’s tala |
| S | I will check if he’s available. Hold on one second |
| U | Sure |
| S | I’m afraid that he’s out for the moment. Could I take a message, or would you like to wait? |
| U | Is it possible for him to call me back when he’s available? |
| S | Yes. Should he call you on your mobile? |
| U | Yes, that would be great |
| S | What’s your mobile number? |
| U | It’s 07777777 |
| S | Ok, he will call you when he gets back |
| U | Thank you |

1. Distilled and annotated transcriptions
2. **Real state agency**

*S:System U:User*

|  |
| --- |
| U> <greet>Hi.</greet><request:purchase>I would like to purchase a house.</request> |
| S> <greet>Hi.</greet><icm:acc\*pos>Yeah, of course.</icm><ask:number-bedrooms>How many bedrooms?</ask> |
| U> <ans:number-bedrooms>I have one son and two daughters, so we would need a house with a minimum of four rooms.</ans> |
| S> <icm:acc\*pos>Sounds great</icm>><ask:moving-date>when would you like to move?</ask> |
| U> <ans:moving-date>We would want to move in the coming year.</ans> |
| S> <icm:acc\*pos>Sounds great.</icm><ask:area>Is this for the local area or outside?</ask> |
| U> <ans:area>We would want to live in the local area.</ans> |
| S> <icm:acc\*pos>Great.</icm><ask:mortgage>Any issues with your mortgage?</ask> |
| U> <ans:mortgage>No. We don’t have a lot of mortgage left to pay for a house. we would possibly want to move our mortgage from our current house to the new one. I don’t know if that’s a thing in different countries. in Sweden it’s possible.</ans> |
| S> <icm:acc\*pos>Great.</icm><ask:call-back>Can I check and contact you later?</ask> |
| U> <ans:call-back>Uhum.</ans> |
| S> <ask:phone-number>What is your phone number?</ask> |
| U> <ans:phone-number>It’s 7074575185</ans> |
| S> <icm:acc\*pos>Great!</icm><confirm:query-registered>I’ll call you next week</confirm> |
| U> <icm:acc\*pos>Ok</icm><greet>have a good day</greet> |
| S> <greet>Bye!</greet> |
| U> <thank>Thank you!</thank> <greet>Bye!</greet> |

1. **Real state agency II**

*S:System U:User*

|  |
| --- |
| U> <greet>Hi.</greet><request:rent>I am looking to rent a place in the area</request> |
| S> <icm:acc\*pos>Ok</icm><ask:size>what size are you looking for?</ask> |
| U> <ans:size>Just two bedrooms please</ans> |
| S> <ask:budget>What is your budget?</ask> |
| U> <ans:budget>Around ten thousand a month</ans> |
| S> <icm:acc\*pos>Uhum. Sounds good. </icm><ask:floor>Do you have any preference of floor?</ask> |
| U> <ans:floor>Yeah, I would like to be on the ground floor</ans> |
| S> <icm:acc\*pos>Uhum.</icm><ask:move-date>When would you like to move in?</ask> |
| U> <ans:move-date>As soon as possible</ans> |
| S> <icm:acc\*pos>Ok.</icm><ask:goal>Do you have any other questions?</ask> |
| U> <ans:goal>No, that’s all</ans> |
| S> <icm:acc\*pos>Great!</icm><confirm:query-registered>Then we will contact you if we find something that matches your preferences</confirm> |
| U> <icm:acc\*pos>Great, looking forward to your call</icm> |
| S> <greet>Have a great day, bye!</greet> U> <thank>Thanks</thank><greet>bye!</greet> |

1. **Recepcionist**

*S:System U:User*

|  |
| --- |
| S> <greet>Hello</greet><ask:goal>how may I help you?</goal> |
| U> <ans:goal>I would like to speak to Mr. Anderson, please.</ans><request:availability>Could you check if he’s available?</request> |
| S> <icm:acc\*pos>Of course</icm><ask:call-reason>what is this call about?</ask> |
| U> <ans:call-reason>We were supposed to meet for lunch today, but I won’t be able to make it</ans> |
| S> <icm:acc\*pos>Ok, let me check.</icm><confirm:check-availability>Mr. Anderson is in a meeting right now, but he can contact you later</confirm> |
| U> <icm:acc\*pos>Yes, please.</icm><request:get-call-back>Could you ask him to call me back on my mobile number?</request> |
| S> <icm:acc\*pos>Yes, of course.</icm><ask:phone-number-registered>Does he have your mobile number?</ask> |
| U> <ans:phone-number-registered>No, he doesn’t</ans> |
| S> <icm:acc\*pos>Ok</icm><ask:phone-number>can I take it?</ask> |
| U> <icm:acc\*pos>Yes</icm><ans:phone-number>it’s 0704575856</ans> |
| S> <icm:acc\*pos>Ok, great.</icm ><confirm:get-call-back>I’ll forward your message</confirm> |
| U> <thank>Thank you very much.</thank><greet>Good bye</greet> |
| S> <greet>Bye bye</greet> |

1. **Recepcionist II**

*S:System U:User*

|  |
| --- |
| U> <greet>Hi</greet><request:call>can I speak to Mr. Anderson?</request> |
| S> <icm:acc\*pos>Sure. </icm><ask:name>What’s your name?</ask> |
| U> <ans:name>It’s tala</ans> |
| S> <icm:acc\*pos>I will check if he’s available. Hold on one second</icm> |
| U> <icm:acc\*pos>Sure</icm> |
| S> <icm:acc\*neg>I’m afraid that he’s out for the moment.</icm><ask:goal>Could I take a message, or would you like to wait?</ask> |
| U> <request:get-call-back>Is it possible for him to call me back when he’s available?</request> |
| S> <icm:acc\*pos>Yes.</icm><ask:call-mobile-number>Should he call you on your mobile?</ask> |
| U> <ans:call-mobile-number>Yes, that would be great</ans> |
| S> <ask:mobile-number>What’s your mobile number?</ask> |
| U> <ans:mobile-number>It’s 07777777</ans> |
| S> <confirm:get-call-back>Ok, he will call you when he gets back</confirm> |
| U> <thank>Thank you</thank> |