[Demo] NLP Dataset for Customer Service Automation

| Company Type | Natural Gas Companies | |
|--------------------------|---|--|
| Inquiry Category | y Complaints regarding customer service | |
| Inquiry Sub- Category | Long wait times | |
| Description | Customers are frustrated with extended hold times or delays in reaching customer service representatives. | |
| Data Size | 5,191 paraphrases | |
| Want to buy data? | Please contact nlp-data@qross.me via your business email address. | |

Masked sample paraphrases of one "Natural Gas Company" customer inquiry. (Purchased data will not be masked.)

| Can you? |
|-------------------------------|
| Can the reduced? |
| times can? |
| It is possible wait |
| avoid put-on-hold? |
| How waiting? |
| time for |
| you thought times? |
| shorten the queue? |
| Any for call? |
| Can reduce? |
| the time |
| Can streamline ? |
| possible down wait times? |
| Reducing is something could |
| Can you time? |
| period need to ? |
| times must will? |
| Wait be? |
| time be |
| times ought to |
| Could shorten time. |
| The on trimmed. |
| hold shorter? |
| please my wait? |
| Are my wait? |
| How to duration? |
| Reducing time |
| times going to? |
| Reducing waiting possibility. |
| Reducing would helpful. |
| Is to wait? |

| time |
|---|
| anyone on hold? |
| you to reduce? |
| it cut hold? |
| $\underline{\hspace{1cm}}$ to trim on call $\underline{\hspace{1cm}}$. |
| Hold should |
| should be |
| Is possible you time? |
| Wait need to |
| held times? |
| A phone? |
| Do reduced queue length? |
| on-holdtime reduced. |
| the decrease? |
| be to wait times? |
| think to trim? |
| Shrink |
| should shorten. |
| it to shrink ? |
| The on-hold time |
| you please hold? |
| You hold |
| shorter hold ? |
| down hold |
| Can holding? |
| The duration trimmed. |
| on hold |
| Hold need be |
| Make smaller. |
| wait times? |
| What plans in place call ? |
| time decrease? |
| about wait times? |
| Could you change ? |
| Will hold ? |
| Hold should made? |
| cut waitings? |
| Do you phone ? |
| keep hold times ? |
| phone waits? |
| on-hold shorter. |
| holding shorter? |
| Is it game? |
| Is it to calls? |
| Please times. |
| The hold ought reduced. |
| Shrink times, ? |
| Reducing the? |
| Is limit holds? |
| be slashed. |
| |

| Is | able decrease? |
|------|------------------------------|
| Hey, | will you? |
| Can | hold shortened? |
| | down the |
| | be |
| | d bring down? |
| | reduce times? |
| | waiting times? |
| | you do to my? |
| | shorten? |
| | cut times? |
| | on-hold shorter. |
| | down the time? |
| | it possible you could ? |
| | periods may reduced. |
| | to speed the? |
| | s decreased. |
| | changed? |
| | |
| | can period. you to the hold? |
| | |
| | the waiting times? |
| | queue right? |
| | you minimize the? |
| | times decreased. |
| | holding times be? |
| | times, right? |
| | reduced. |
| | it hold times? |
| | should be |
| | good idea on-call? |
| | times. |
| | possible to reduce my? |
| | mize |
| | you back? |
| Can | you? |
| | you reduce? |
| | can shorten |
| Can | you times? |
| Time | be shortened? |
| | be able decrease hold? |
| | hold times as possible. |
| Redu | cing length would |
| cut_ | times. |
| | need to please. |
| | reduce time? |
| | d you reducing ? |
| | times? |
| | need to? |
| | old to be |
| | time on hold? |
| | |

| be shorter. |
|-----------------------------------|
| Are limiting of? |
| Can you time spend? |
| Wait cut down. |
| Want times? |
| times go? |
| it possible to times? |
| can decrease the |
| Is reduce hold times. |
| reduce waitings. |
| hold times. |
| |
| Cut hold |
| could be |
| you hold times? |
| hold if will? |
| Will hold? |
| on hold edited? |
| Can help wait? |
| Make holding? |
| Does hold times ? |
| Are decrease times? |
| you up the waiting? |
| You reduce length. |
| possible we waitings? |
| can be |
| Slow detainment |
| Is time to soon? |
| Reducing times possible. |
| can cut times. |
| Will my? |
| you wait? |
| anyone to shorten times? |
| making hold shorter? |
| The periods should |
| time in |
| on be decreased. |
| Will shorter soon? |
| you to hold? |
| hold decrease? |
| we time? |
| times down. |
| want hold times to ? |
| waitings reduced. |
| Could waitings? |
| Cut watchigs: |
| times, will? |
| time jail. |
| Can you about shorten call times? |
| should on duration. |
| The hold be |
| THE HOLD DE |

| times to shorter? |
|--|
| time reduced. |
| out holding calls? |
| Can hold? |
| Generate less |
| the ? |
| you periods? |
| time reduced you? |
| holding calls? |
| |
| Was possible to phone? |
| you can decrease wait? |
| it to wait? |
| Will the? |
| We need times. |
| phone waits? |
| wish to have less? |
| Would periods? |
| Can back on? |
| Can be lowered? |
| Make hold long? |
| You on-call |
| it to the hold? |
| on hold need to |
| The call times |
| plans shorten wait? |
| May waitings? |
| Eliminate ? |
| you lighten waiting? |
| Want times? |
| possible reduce hold times. |
| Will times ? |
| |
| You trim call duration. |
| Could times? |
| wondering there to shorten wait times. |
| Is wait times? |
| Is it to? |
| Can the time? |
| Hold times |
| Can shorten ? |
| I want know if you |
| Reduced? |
| decrease the time? |
| it you can cut ? |
| Is it to |
| Can slow holding? |
| to to ait times? |
| the be shortened? |
| on hold saved? |
| Are to holds? |
| Do on-hold time? |
| |

| There should be |
|---------------------------------|
| making times |
| you time period? |
| down holding |
| Can my? |
| shorten waiting time. |
| should reduce |
| Can lessened? |
| Hold reduced. |
| |
| Please lower |
| Is possible diminish |
| Is it that might ? |
| Reducing waitings something do. |
| Cut your |
| you cutWait? |
| Can times? |
| on-hold |
| Do limit periods? |
| hold needs be reduced. |
| time on-hold should |
| it to duration? |
| Can on ? |
| Can the ? |
| should be |
| |
| it possible for on to? |
| it to minimize waiting? |
| cut hold times? |
| periods? |
| The be reduced. |
| cut times down? |
| the waiting? |
| Can you? |
| Reduce amount of |
| Can reduce? |
| should reduce. |
| wait |
| the periods shorter. |
| it ? |
| Can back period? |
| |
| shorten the period. |
| Cut the |
| trim hold times? |
| You periods. |
| Was it time. |
| Is it that reduce the ? |
| Is possible to? |
| be reduced? |
| hold should |
| Reduce the |
| The trimmed. |
| |

| ld hold? | |
|-----------------------|---|
| ething done make hold | · |
| you the should be? | |
| we able waitings? | |
| waiting | |
| periods of on-hold | |
| to hold time? | |
| there any hold soon | ? |
| _ you wait. | |
| help wait? | |
| better to thin out? | |
| me my? | |
| on be reduced? | |
| hold really? | |
| reduce waitings. | |
| | |
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| | |
| there shortening? | |
| holding | |
| | thing done make hold? you the should be? we able waitings? waiting periods of on-hold to hold better any hold better to thin out? better to thin out? on be reduced? hold reduce waitings. could reduce? hold? times shortening? periods beDecreased. on periods think you'll? hold? times fall? hold? think should reduce periodece time. lower the? ? hold times? a time on? queue is question. might be you limiting holding? times, then? to have hang? hold times. there way make should reduce should reduce should reduce should reduce should reduce periodece time. lower the? a time on? hold times? to spend on? queue is question. might be you limiting holding? times, then? to have hang? hold times. there way make should reduce should reduce? time on short? orten ? hold down. ou out calls? get lower? like to reduce times. there shortening ? there shortening ? there shortening ? there shortening ? |

| Are | considering | length | ? |
|-------|--------------------------|----------------|-----------|
| | wait less? | | |
| | wish shor | ter hold times | s . |
| | shorten wait | | |
| | down | | |
| | my _ | | |
| | | | |
| | shrink ga | | |
| | do waiting | | |
| | possible that | W | aitings? |
| | could be | | |
| | think cou | ld shorten | time? |
| | you time spent | ? | |
| | I will get | hold | soon? |
| | there way to | the | ? |
| Can | plans to | | _ times? |
| Cut | | | |
| Ther | e should d | etainment | |
| | want you to | | |
| | times. | | |
| | reduce | time? | |
| | cutting hold | | |
| | | —· | |
| | down times? | 11 0 | |
| | to trim | | |
| | limiting your _ | | |
| Wait | s shorter _ | ? | |
| | _ time can | | |
| | _ there plan | shorten | _ wait? |
| | you can reduce | can | ? |
| Pleas | se periods. | | |
| Redu | ıcing | a possibility. | |
| Can | you | eriod? | |
| Wait | periods | • | |
| | reduce | | |
| | the calls? | | |
| | ıce spent _ | | |
| | reduced times, | | |
| | trim holding | | |
| | triii ilolaliig _ you | | old timo? |
| | | | |
| | _ it you red | | |
| | have to sho | | times? |
| | I shorter | | |
| | you wait? | | |
| | shrink holding | · | |
| | _ hold be? | | |
| | you have | to | times? |
| Hold | l lowe | ered. | |
| | s make sense | | ? |
| Can | get | holding p | eriod? |
| | possible to | | |
| | ou the | | |
| , | | | |

| trim on-call |
|--|
| Will hold times? |
| waits. |
| Provide less |
| reduce hold |
| a plan shorten wait times? |
| |
| advisable to minimize |
| hold you? |
| Thin out holding calls? |
| you times? |
| Try make shorter. |
| Can time on hold ? |
| possible shorten wait times? |
| The hold might |
| fewer put times? |
| |
| On-hold be |
| may be reduce |
| possible, reduce |
| waiting times? |
| $\underline{\hspace{1cm}} \text{ there any } \underline{\hspace{1cm}} \text{ shorten the } \underline{\hspace{1cm}} \text{ time?}$ |
| Could period? |
| times should down. |
| you reduce ? |
| periods ? |
| On-call can |
| less waiting? |
| |
| waiting periods. |
| hold shortened? |
| Reducing? |
| it possible a game? |
| to reduce of put-on-hold? |
| mean out calls? |
| Are diminish my? |
| the decrease? |
| Detainment could |
| go down. |
| Reduce |
| |
| detainment |
| Is to call times? |
| Can your wait? |
| How about call ? |
| You could |
| want make hold times? |
| Will times? |
| Will being? |
| you on-call duration? |
| Can be shortened? |
| it to speed up ? |
| |
| help me my? |
| possible cut queue? |

| Have | e reduced. |
|-------|--------------------------------|
| | waiting in half? |
| | wait periods. |
| | you in half? |
| | should trimmed |
| | ya times? |
| | reduce time. |
| | can wait. |
| | reduce queue |
| | down the hold |
| Will | be holding period? |
| | possible to down times? |
| | times would great. |
| | it possible times to? |
| | do anything to my? |
| | on hold |
| Hold | to be |
| | you times? |
| | on-hold times be |
| | times? |
| | ou |
| | out holding calls? |
| | think should minimize periods? |
| | waiting? |
| | times shorter. |
| | to wait. |
| | detainment time. |
| | a way waiting? |
| | hold? |
| | there times? |
| Decr | ease |
| | cing waiting good. |
| | you a to times? |
| Can | decrease the ? |
| Will | Shrink ? |
| | waiting? |
| | detainment |
| Α | phone? |
| | it cut down times? |
| | can be |
| Cut l | nold? |
| | decrease wait |
| Will | lower? |
| | shorter hold the near future? |
| | times soon? |
| | I wonder? |
| | think we should hold ? |
| | be |
| | hold be shorten? |
| | you down? |
| | |

| Reducing is something that | |
|------------------------------|------|
| waiting | |
| Was it possible time? | |
| Is possible could shorten ? | |
| time be | |
| Have been to hold? | |
| Will times be ? | |
| about hold ? | |
| you lower the ? | |
| | |
| on-hold | |
| thin calls? | |
| be reduced. | |
| about shorten ? | |
| Can less? | |
| On-hold be | |
| hold times soon? | |
| could cut. | |
| Do you recommend? | |
| there shorten wait times. | |
| Do have any shorten call tir | nes? |
| Cut times,? | |
| you waiting? | |
| Is that times will be ? | |
| May waiting? | |
| to on-call ? | |
| on- hold be | |
| | |
| Decrease spent detainment. | |
| detainment | |
| times long? | |
| On periods reduced. | |
| hold go? | |
| There be reduced | |
| Could hold? | |
| Wait times need | |
| Any plans wait? | |
| Is you can wait? | |
| Will shorten the? | |
| shorten time hold. | |
| Has it been possible? | |
| you able wait times? | |
| Slash waiting? | |
| reduce the time? | |
| Hold times | |
| down detainment . | |
| | |
| we waitings? | |
| wait | |
| to reduce hold? | |
| The on-hold reduced. | |
| save on the? | |
| may reduce | |

| Detainment need be |
|------------------------------|
| the length is |
| to minimize ? |
| hold times |
| you reduce time? |
| Wait periods |
| queue? |
| the reduced. |
| |
| hold times cut |
| times should ? |
| you reduce waiting? |
| plans times for calls? |
| Can queue length? |
| Reducing times something do. |
| to reduce hold? |
| wait be? |
| wait be: Hold cut |
| Does time on to? |
| |
| Wait be |
| The queue be |
| queue length may |
| Hold can ? |
| hold periods be |
| times decline? |
| on hold can |
| you thought the hold? |
| the time? |
| hold should ? |
| on can altered. |
| should reduced? |
| Slow down ? |
| periods need decreased. |
| you make long? |
| Can shorten ? |
| Is any to times? |
| Could expect hold time? |
| less waiting on? |
| hold |
| shorter wait times? |
| times be |
| to waiting? |
| Could times. |
| you times? |
| the periods? |
| it a good idea ? |
| Reduce hold |
| need to smaller? |
| about times. |
| Could you ? |

| t | times | s cut, ya? |
|--------------|-------|------------------------------|
| | | any plan calls? |
| 1 | the _ | be reduced? |
| You co | ould | queue |
| | | decrease time? |
| | | waiting? |
| | | reduce wait? |
| | | periods. |
| | | have plans to times? |
| | | shorten call waiting? |
| | | · · |
| 11, 00 | | |
| | - | the hold times? |
| | | that I will hold times soon? |
| | | |
| | | reduction? |
| | | inting time? |
| | _ | on times? |
| | | hold decrease? |
| | | get hold times? |
| | | need |
| | | t queue? |
| | | holding |
| Can _ | | hold shorter? |
| | migh | t possible to reduce |
| Reduc | ing v | vaiting would |
| | you s | horten? |
| Wait $_{_}$ | | to reduced, |
| detain | men | t time |
| | we re | educe the? |
| | | get shorter? |
| 3 | you h | ave any shorten call? |
| | | reduce holding |
| Would | l | _ thin holding? |
| | | time hold be |
| The or | n-hol | d time |
| plans | | wait times? |
| | | shorten ? |
| | | ? |
| | | ours, ? |
| | | shortening call waiting? |
| | | slow down time? |
| | | way you reduce waiting? |
| | | go down? |
| | | have reduce times. |
| | | able reduce? |
| | | |
| | | ? |
| | | on hold time? |
| | | bit? |
| | | holding? |
| | | times change. |

| can hold? |
|------------------------------|
| Want call duration? |
| Can on shrunk? |
| shorten times? |
| waiting time done by? |
| on can reduced. |
| Can hold be ? |
| Will times ? |
| Will I able shorter hold ? |
| Reduce ? |
| fewer times? |
| |
| Would out calls? |
| Could your hold? |
| the times? |
| any shorten call times? |
| queue length? |
| be reduced? |
| What about the? |
| you use fewer ? |
| Is it the hold will be? |
| Could you reduce waiting? |
| hold be? |
| you trim hold? |
| Try holding calls? |
| can you |
| Hold times |
| on-call? |
| Use detainment |
| Can you times? |
| be slashed waiting |
| times be reduced. |
| to reduce queue? |
| considered shortening hold? |
| minimize waiting periods? |
| shorten |
| the time hold? |
| you holding |
| Making waiting ? |
| |
| Could we of? |
| believe making hold shorter? |
| Reducing hold a |
| Any to times? |
| Can times? |
| you have wait times? |
| times can |
| will cut? |
| Take time? |
| Hold times |
| Want times? |
| Want waiting? |

| ti | ime hold be? |
|-------|--------------------------|
| W | vait times? |
| c | an waiting |
| С | ould reduce times? |
| Wait | beDecrease. |
| | the holding period half? |
| | might shortened? |
| | ewer hold? |
| | be to reduce times. |
| | ve waitings? |
| | ne get ? |
| | on hold ? |
| | |
| | ve reduce the? |
| | control wait? |
| | cokay thin holding? |
| | ld shorter? |
| | times? |
| | down hold times? |
| | time shorter? |
| The | time be |
| у | ou trying to out? |
| There | should be |
| W | vant to hold times soon. |
| is | s to hold |
| Can | hold lightened? |
| it | z you can cut? |
| | shorten the time? |
| Cut | periods? |
| | times decrease? |
| | hold please. |
| | eriods |
| | n duration? |
| | shorten on-call? |
| | e queue ? |
| | ou shrink waiting? |
| | to shorten call |
| | cut wait times. |
| | help my waiting? |
| | imes can |
| | times be the? |
| | to less time? |
| | |
| | cut wait ? |
| | put on hold time? |
| | your holding? |
| | put-on-hold? |
| | decrease. |
| | old! |
| | hey cut? |
| | e time |
| p | hone? |

| thinking of making | _ shorter? |
|--------------------------|--------------|
| out calls? | |
| hold time? | |
| The on time | |
| Will be? | |
| Get hold time. | |
| times be | |
| Can please the ? | |
| Can decrease. | |
| time would be | |
| shortening necessary? | |
| Trim call | |
| times? | |
| The hold times | |
| on time be | |
| Is possible? | |
| hold shorter? | |
| Holding times | |
| time hold. | |
| You trim on-call | |
| plan shorten call wait _ | ? |
| you considering trimming | |
| How much holding | _? |
| the of on | |
| hold you guys? | |
| You could | |
| time on? | |
| can shortened. | |
| A reduction ? | |
| periods? | |
| have shorten call | waiting? |
| May cut waitings? | |
| to calls? | |
| Give on-hold | |
| waiting periods. | |
| Is possible cut wa | it? |
| What is the to | _? |
| Reducing would be | |
| on-hold reduced. | |
| there you w | aiting time? |
| waiting? | |
| Waitings reduced. | |
| you make hold sh | orter? |
| the times. | |
| Plans wait times? | |
| Is possible that | cut? |
| May be shorter times | |
| Is the going get? | |
| on periods. | |
| times shorter. | |
| | |

| Have you times? |
|--|
| Cut hold? |
| possible wait shorter? |
| possible holding period. |
| time should |
| Do we should hold? |
| Might shorter in the? |
| Are plans shorten call? |
| be plans shorten times? |
| Will see soon? |
| Could you? |
| Please, could times? |
| hold periods should |
| time on shortened? |
| less on hold? |
| Reducing waiting something able to do. |
| you my? |
| shorten times. |
| about Thin holding |
| you the time? |
| hold less? |
| wait times in half? |
| Shorter may the future. |
| Reduce time? |
| Can anyone tell me plans wait? |
| be you reduce time? |
| Could reduce ? |
| could you hold? |
| you shorten the ? |
| Cut a minimum. |
| it possible you ? |
| can be down. |
| Will times get? |
| Detainment be |
| be lowered. |
| spent waiting? |
| Did waiting time? |
| How much times? |
| How much times? |
| now shorter. |
| |
| now shorter. |
| now shorter. Waiting reduced. |
| now shorter. Waiting reduced out holding |
| nowshorter. Waitingreducedout holding Waitbe reduced |
| nowshorter. Waitingreducedout holding Waitbe reducedthat you could waiting |
| |
| |
| |
| |

| Do think my wait? |
|---------------------------|
| you times? |
| the of on |
| to have less time? |
| Will shrink? |
| time detainment |
| Are to wait? |
| Will see hold times near? |
| Are times able ? |
| Can you ? |
| times, huh? |
| Are out holding |
| the length |
| |
| if we reduce |
| think queue length be? |
| time |
| Can time hold? |
| you out hold? |
| Can hold? |
| should reduced |
| you change period? |
| on can shortened. |
| Please on-hold |
| Have you periods? |
| Do hold times. |
| you reducing time? |
| on hold be |
| shortening waits make? |
| the hold ? |
| you periods? |
| be now? |
| The needs be |
| to reduce time. |
| Want cut on time? |
| you like to have put ? |
| wait |
| be that reduce? |
| we times? |
| times fall? |
| Would be to hold ? |
| wait |
| |
| can times. |
| On-hold should |
| Will hold? |
| hold times |
| want cut times? |
| rid detainment |
| Hold shorter. |
| Reducing is |
| hold times ? |

| times going to? |
|--------------------------------------|
| length could ? |
| Reducing? |
| you diminish ? |
| you times please? |
| it shorter hold times soon? |
| We should |
| reducing? |
| Would reduce hold times? |
| should be |
| Would waiting game? |
| Will times ? |
| time |
| Can change? |
| I'd to shorter soon. |
| Trim |
| Reduce number of . |
| time |
| hold please. |
| I like to times |
| |
| Reducinglength something considered. |
| Will you wait? |
| to hold ? |
| Can me less? |
| lowerperiod? |
| Was possible time? |
| can reduce? |
| Reducelength |
| on-hold period be |
| Will waiting time? |
| holding be? |
| you the hold? |
| to reduced times? |
| Are hold decrease? |
| I shorten my wait. |
| times to be |
| on-hold time |
| Can cut waiting? |
| you have ability speed wait? |
| you the power reduce ? |
| care of wait? |
| you hold? |
| On-hold times |
| Will be cut down on ? |
| you decrease hold? |
| you my |
| Decrease the? |
| Will be to holding? |
| Detainment time |
| Want take on phone? |

| Can decrease? |
|--------------------------|
| on-hold |
| May decrease? |
| Reduction hold |
| be hold times? |
| might trim duration. |
| Holds can |
| May decrease? |
| The should be |
| are plans to shorten ? |
| you waiting? |
| hold times? |
| hold times,? |
| Cut hold |
| decrease the hold? |
| Cut on? |
| Hold should |
| Will you times? |
| Is possible waiting? |
| you phone waiting? |
| Can time? |
| expect short times? |
| Can hold? |
| to tall times? |
| shorter now? |
| Drop time. |
| times |
| Wait times can ? |
| cut hold |
| should be reduced |
| you times? |
| can reduce |
| be decrease. |
| reduce waitings? |
| Can use times? |
| Is possible reduce time? |
| Can with my? |
| time. |
| you period? |
| duration? |
| Are going times? |
| You cut down |
| The be trimmed |
| periods should? |
| shorten time hold? |
| Cut down |
| queue length is |
| of detainment |
| the waits shorter? |
| Is possible call times? |

| Would you consider? |
|----------------------|
| there a to queue ? |
| hold down? |
| Can you shorten ? |
| Is there way reduce? |
| Wait be |
| can hold |
| a way can waiting? |
| time. |
| On-hold lessened. |
| Want put-on hold? |
| cut times? |
| out holding? |
| you period? |
| hold will? |
| hold times? |
| be willing to call ? |
| They should hold |