## [Demo] NLP Dataset for Customer Service Automation

| Company<br>Type             | Online Banks and FinTech Companies  |
|-----------------------------|---|
| Inquiry<br>Category         | Statement and document requests   |
| Inquiry<br>Sub-<br>Category | Online document access support  |
| Description                 | Assistance with navigating online platforms or mobile apps to access and download financial documents, ensuring customers can easily retrieve statements and other related paperwork. |
| Data Size                   | 5,830 paraphrases   |
| Want to buy data?           | Please contact nlp-data@qross.me via your business email address.   |

Masked sample paraphrases of one "Online Bank and FinTech Company" customer inquiry. (Purchased data will not be masked.)

| How   | I c             | opies     | _ cancelled _ | u       | ising the | digital  |            | offer     | ed by     | ?      |
|-------|-----------------|-----------|---------------|---------|-----------|----------|------------|-----------|-----------|--------|
|       | possible        | e get     | a             | a       | 1         | from yo  | ur onlin   | e service | ?         |        |
|       | getting a copy  | y boı     | ınced chequ   | es      | 1         | by using | g          | ban       | king      | _?     |
|       | possible        | e get     | canceled ch   | eck _   |           |          | ligital pl | atform    |           |        |
|       | I your d        | igital    | view          | (       | checks?   |          |            |           |           |        |
|       | retrieve        | the cance | elled checks  | :       | your onli | ne       | ?          |           |           |        |
|       |                 | retriev   | e electronic  |         | of cance  | led che  | cks        | O1        | nline ser | vices? |
|       | possible for    |           |               |         |           |          |            | ?         |           |        |
| Does  | digital a       | ıllow     |               | C       | check co  | pies?    |            |           |           |        |
|       | you know        |           |               |         |           |          | ır         | ?         |           |        |
|       | ca              | n         | copies of     | cance   | eled chec | ks.      |            |           |           |        |
|       | possible        |           |               |         |           |          |            |           |           |        |
|       | here ways       |           |               |         |           |          | nking      | ?         |           |        |
|       | if i            |           |               |         |           |          |            |           | ban       | ıking? |
| I     | _ attempting t  | to ele    | ectronic vers | sions _ | can       | celed _  |            | _ your _  |           | _•     |
|       | it              | my        | check c       | opies   | you       | ır onlin | e servic   | e?        |           |        |
|       | it possible for |           |               |         |           |          |            |           | nking     | ?      |
|       | to copie        |           |               |         |           |          |            |           |           |        |
|       | possible to     |           |               |         |           |          |            |           |           |        |
|       | I get of        |           |               |         |           |          |            |           |           |        |
| Is it | to access       | canceled  |               | our     |           | ?        |            |           |           |        |
|       | can I get       |           |               |         |           | _        |            |           |           |        |
|       | you tell        |           |               |         |           | yc       | ur         | system?   | ,         |        |
|       | interested in   |           |               |         |           |          |            |           |           |        |
|       | digital         |           |               |         |           |          | -          |           |           |        |
|       |                 |           |               |         |           |          | ne         | ?         |           |        |
|       | you have a wa   |           |               |         |           |          |            |           |           | ?      |
| Is it |                 |           |               |         |           |          |            |           | ?         |        |

|              | get cancelled check in   | your digital _  | ?  |   |
|--------------|--|---|--|---|
| Do           | know how to hook me  | digital   | _ of   | ?   |
|              | I copies of checks using   | g the   | service you  | ?   |
| I wou        | ould to my usi   | ng your online  | e  |   |
| Is the       | nere way to or   | your b  | anking?  |   |
| Can _        | about obtaining re   | plicas of   | cheques?   |   |
| Is           | possible to of a   | t your b  | ank?   |   |
|              | you me check copies  | digital ba  | nking?   |   |
|              | _ there a way to retrieve  | ba  | anking system?   |   |
|              | _ you to canceled checks   | through   | service?   |   |
|              | a way get cancele  | d checks witl   | n online   | _?  |
|              | possible get copies of cancel  | ed using  | g your company's   | ?   |
|              | possible to get a  | acc   | cessing the digita   | l banking?  |
|              | _ I get a canceled check   | digital?  |  |   |
| How          | v do request v   | ia digita   | al banking service   | e you?  |
|              | to get cancelled _   | records i   | n online system?   |   |
| Wher         | ere can find canceled  | banki   | ng portal?   |   |
| Are ca       | canceled check obtain v  | a :   | platform?  |   |
| Will_        | be on y  | our online ba   | nking platform?  |   |
| How          | v do I copies of checks  | digital   | ?  |   |
|              | give me copies canceled  | _ in onl  | ine?   |   |
|              | _ you get cancelled in di  | gital?  |  |   |
| Are ye       | you help me in getting   | of  | ?  |   |
|              | banking platfo   | orm to c  | opies of   | ·   |
| How          | v my cancele   | ed checks usir  | ng the   | ?   |
|              | _ I able get electronic versions   |   |  | bank?   |
| Is           | possible to the  | online s  | ystem?   |   |
| By us        | using your online service, I   | past _  | ?  |   |
|              | check copies on h  |   |  |   |
|              | I of a canceled  |   | company's digit  | al banking service?                                   |
|              | _ the banking offer copies of _  |   |  |   |
| Would        | ıld able get cancele   | d check copie   | es your  | _?  |
|              | _ I canceled checks onlin  | e platfo  | rm?  |   |
|              | s your service allow   | my car  | acolod chook   | ?   |
|              |  |   |  |   |
|              | _ do to copies of ch   |   | ur platform  | ?   |
|              | want the digital   | by  | ur platform'   | ?   |
| I            | the digital<br>how to access canceled  | by  | ur platform' company to banking.   | ?   |
| I            | want the digital<br>how to access canceled<br>I past checks with   | by<br>_ from<br>bankin  | ur platform? company to banking. g service?  | ?   |
| I            | want the digital how to access canceled  I past checks with digital help copy  | by from<br>_ from bankin  | ur platform? company to banking.  g service?  ques?  | ?   |
| I<br>I<br>Is | want the digital how to access canceled I past checks with digital help copy to back cancelled checks to to to to  | bybrombankinbounced check   | ur platform? company to banking. g service? ques??   | copies canceled checks.                               |
| I<br>Is      | want the digital how to access canceled I past checks with digital help copy to back cancelled checks to a procedure for voided  | by from<br>bankin<br>bounced chec<br>hrough in  | ur platform' company to banking. g service? gues?? ternet banking sy   | copies canceled checks.  vstem?                       |
| I<br>Is      | want the digital how to access canceled I past checks with digital help copy to back cancelled checks to to to to  | by from<br>bankin<br>bounced chec<br>hrough in  | ur platform' company to banking. g service? gues?? ternet banking sy   | copies canceled checks.  vstem?                       |
| I            | want the digital how to access canceled I past checks with digital help copy to back cancelled checks to a procedure for voided  | by from bankin bounced check through in ks through yo   | ur platform? company to banking. g service? ques?? ternet banking sy ur digital _  | ? copies canceled checks.  ystem? ?                   |
| I Is         | want the digital how to access canceled I past checks with digital help copy to back cancelled checks to a procedure for voided can get cancelled chec do access electronic copies get my canceled check copies using cancelled check copies using get my canceled check copies using cancelled cancelled check copies using cancelled check copies using cancelled cancelled check copies using cancelled | by from banking bounced check through in ks through you   | ur platform? company to banking.  g service?  ques?  ternet banking sy  ur digital _  your online ser                          | ? copies canceled checks.  ystem? ?                   |
| I Is         | want the digital how to access canceled I past checks with digital help copy to back cancelled checks to a procedure for voided can get cancelled check do access electronic copies get my canceled check copies usin company use its digital  | by from banking bounced check through in the strong by the procure to procure to procure  | ur platform' company to banking.  g service?  ques?  ternet banking sy ur digital _ your online ser??                          | ? copies canceled checks.  ystem? ?  rvices, ?        |
| I Is         | want the digital how to access canceled I past checks with digital help copy to back cancelled checks to a procedure for voided can get cancelled check do access electronic copies get my canceled check copies usin company use its digital to get voide   | by from bankin bounced checks in ks through yo to procure d checks dankin bounced checks from to d checks dankin by to d checks dankin by to d checks dankin by | ur platform' company to banking.  g service?  gues?  ternet banking sy ur digital _  your online ser  ?  your e-banking        | ? copies canceled checks.  ystem? ?  rvices, ?        |
| I Is         | want the digital how to access canceled I past checks with digital help copy to back cancelled checks to a procedure for voided can get cancelled check do access electronic copies get my canceled check copies usin company use its digital to get voide digital to get voide digital my canceled cheques  | by from bankin bounced checks yo  | ur platform' company to banking.  g service?  gues?  ternet banking sy ur digital _  your online ser  ?  your e-banking        | ? copies canceled checks.  ystem? ?  rvices, ?        |
| I Is         | want the digital how to access canceled I past checks with digital help copy to back cancelled checks to a procedure for voided can get cancelled check do access electronic copies get my canceled check copies usin company use its digital to get voide digital my canceled cheques access checks through your  | by from bankin bounced checks yo ?  | ur platform' company to banking.  g service?  gues?  ternet banking sy ur digital _  your online ser  ?  your e-banking        | ? copies canceled checks.  ystem? ?  rvices, ?        |
| I Is         | want the digital how to access canceled I past checks with digital help copy to back cancelled checks to a procedure for voided can get cancelled check do access electronic copies get my canceled check copies usin company use its digital to get voide digital to get voide digital my canceled cheques  | by from banking bounced checks in ks through you go to procure _ d checks ? aced cheque?  | ur platform' company to banking.  g service?  [ues?? ternet banking sy ur digital your online ser??your e-banking our service? | copies canceled checks.  ystem? ? rvices,?  platform? |

| Is        | to                       | canceled checks        | your        | company's       | banking service? |
|-----------|--------------------------|------------------------|-------------|-----------------|------------------|
|           | get the versions         | s my canceled          | from        | bank?           |                  |
| Is        | to canceled o            | heck using             | online      | _ platform?     |                  |
|           | _ possible to my o       | cancelled copies       |             | banking         | service?         |
| I fin     | id copies                | online bankin          | g platform' | ?               |                  |
|           | online banking           | system to _            | cance       | led checks?     |                  |
| I lik     | e copies of              | cancelled checks with  |             |                 |                  |
|           | _ possible to cand       | celed check            | digital bar | nking?          |                  |
| it po     | ossible to ch            | eck in onlin           | ne          |                 |                  |
| it po     | ossible to co            | pies of                | _your       | _ services, ple | ase?             |
|           | get of the cance         | elled through          |             | banking ser     | vice?            |
|           | _ I use your online      | get copies             | _ canceled  | ?               |                  |
| you:      | r banking se             | ervice allow           | of ca       | ancelled check  | s?               |
| Can I     | banking service          | e access co            | pies o      | canceled?       |                  |
|           | _ access canceled        | through digital        |             |                 |                  |
| How can   | get electronic ver       | rsions of fro          | m           | ?               |                  |
| Is it     | canceled _               | through banl           | king servic | e?              |                  |
| I would _ | cancelle                 | ed records from        | online      | e               |                  |
|           | to copies of             |                        |             |                 |                  |
| How       | _ I get copies of voided |                        | banking _   | ?               |                  |
|           | have way to acc          |                        |             |                 |                  |
| you       | give copies              | checks through         | onlin       | e banking       | _?               |
| Can       | me get the cance         | eled in your           | ·           | _?              |                  |
| Can       | tell us can              | electronico            | of voided _ | ?               |                  |
| Will your | online platform a        | llow access            | ·           | _?              |                  |
| Is p      | ossible                  | _ checks your onl      | ine bankin  | .g?             |                  |
| What      | gett                     | ing copies of voided   |             | e-banking       | platform?        |
|           | your ba                  |                        |             |                 |                  |
| Is it     | to obtain of             | digit                  | al sei      | rvice?          |                  |
|           | _ to get electronic vers | ions cheque            | es from     | bank            |                  |
| can       | use the                  | service y              | ou          | copies of ca    | ancelled checks? |
| Will      | service allo             | ow to cance            | led checks  | ?               |                  |
| wou       | ıld like my c            | anceled fro            | m your      | banking         | ·                |
| can       | access of ca             | ancelled checks        | online      | e services,     | _?               |
| Is it     | access cancelled         | your online            | e?          |                 |                  |
| I to      | scans                    | voided from            | n adv       | anced online s  | ystems.          |
| Is it     | terminated               | duplicate i            | nternet ba  | nking?          |                  |
|           | to ch                    | neck in your onlir     | ne system.  |                 |                  |
| it po     | ossible access my        | cheques via            |             | _?              |                  |
| Can       | use your banking         | J                      | canceled    | checks?         |                  |
| Do you _  | ac                       | quire check dupl       | icate elect | ronically?      |                  |
| How       | me v                     | vith digital copies of | cancell     | led?            |                  |
| How do _  | get check co             | pies from              | ?           |                 |                  |
|           | _ digital banking give _ | access canc            | eled        | copies?         |                  |
| Would     | digital                  | to up _                | cancel      | ed check copie  | es?              |
|           | copies                   |                        |             |                 |                  |
|           | way get                  |                        |             |                 |                  |
|           |                          |                        |             |                 |                  |
|           | get check                | banking                | ?           |                 |                  |
|           | get check<br>_ I obtain  |                        |             | ing service?    |                  |

| it possible get copies of checks feature?                 |
|---|
| Can check copies accessed banking?                        |
| I'm wondering how I using banking.                        |
| your service let me fetch canceled?                       |
| Do to electronic copies of checks through your?           |
| Are you information obtaining replicas of voided?         |
| Is it possible me to get using online ?                   |
| Where can in your internet banking system?                |
| use online banking feature to of checks?                  |
| Would banking let copy canceled ?                         |
| possible cancelled your online banking system?            |
| Can check copies digital?                                 |
| How get copies of my banking?                             |
| Is possible my old from online ?                          |
| you know me digital copies of canceled checks?            |
| Is it to check through digital ?                          |
| I'd like obtain check records your                        |
| don't how canceled check records from digital banking     |
| You a banking service, can copies canceled ?              |
| Is it possible to use your company's procure ?            |
| Is it possible to cancelled checks at bank?               |
| there way to canceled copies banking?                     |
| Is possible to get electronic from your?                  |
| Can you cancel in banking?                                |
| it possible tocanceledinonline?                           |
| it possible to checks your banking service.               |
| Would digital service of canceled checks?                 |
| I need to access canceled digital banking.                |
| I would like my records banking facility.                 |
| Is possible to past via online ?                          |
| How I canceled checks ?                                   |
| How get the canceled using your company's service?        |
| it possible get checks from service?                      |
| possible obtain cancelled records your system?            |
| Do you offer electronic get duplicate?                    |
| Can you give a get cancelled ?                            |
| I checks through the digital banking you offer?           |
| Would it be possible to your service?                     |
| I to know to canceled checks digital .                    |
| Can you me to digital banking retrieve cheques?           |
| digital banking service your company be to obtain checks. |
| get copies of canceled checks company's digital banking?  |
| Can canceled the digital platform?                        |
| Is possible to checks your digital ?                      |
| Is to retrieve the using your banking?                    |
| get canceled checks your digital banking?                 |
| Is it to through online system?                           |
| Could I online service to get ?                           |
| How can I see check images ?                              |
| Are able how to of cheques your bank platform?            |

| you tell about versions canceled cheques?            |
|--|
| there of checks your online banking?                 |
| do I request a copy canceled digital banking?        |
| How can I canceled your digital banking?             |
| Do you a for to duplicate electronically?            |
| I use your online feature get canceled checks?       |
| Is it get my copies your?                            |
| How can banking?                                     |
| canceled copies with e-banking.                      |
|  |
| it feasible tocopieschecks throughdigitalservice?    |
| possible retrieve past checks using banking service. |
| cancel check copies through digital?                 |
| digital service let make copies my checks?           |
| Do you to get voided through the?                    |
| Can you through your company's banking?              |
| banking can be to canceled check records.            |
| it possible for to canceled checks platform?         |
| Does this online platform allow obtain voided?       |
| possible get copies of checks with your?             |
| Is it possible past cancelled banking?               |
| you have the to retrieve your banking?               |
| Are aware how hook me canceled checks?               |
| need to canceled cheques your bank platform.         |
| canceled can be from banking service.                |
| Would banking allow to check copies?                 |
| can I on my online banking?                          |
| allow me to digital of canceled?                     |
| online banking me access canceled?                   |
| would acquire copies using your banking feature.     |
| Can of canceled checks online feature?               |
| How do up digital of my checks?                      |
| can get copies of canceled checks the banking ?      |
| there ways get via your digital ?                    |
| Is it possible canceled your banking?                |
| Are you able check images your portal?               |
| I my canceled via digital facility?                  |
|  |
| pastchecks via your online banking?                  |
| Where can find images via portal?                    |
| Is it get copies of through services?                |
| Is access checks via online banking?                 |
| How do get copy of a voided system?                  |
| the digital able to of canceled?                     |
| Does your company to retrieve through its online ?   |
| How do copies of checks banking?                     |
| do access electronic of through your services?       |
| I use your digital banking canceled ?                |
| I use the digital banking offered by company to ?    |
| I canceled using the digital banking?                |
| do I get copies checks your banking?                 |
| Can tell us about of voided?                         |

| I want      | _ retrieve      | _ canceled            | _ records _  | ban                        | king facility. |
|-------------|-----------------|-----------------------|--------------|----------------------------|----------------|
| do _        | access          | _ checks from         | digital      | ?                          |                |
| How shoul   | ld              | of ch                 | ecks using _ | digital bankin             | g?             |
| How         | I get a         | throu                 | gh           | _ banking?                 |                |
| Is it       | get back        | checks                |              | banking system             | ?              |
| I get       | ch              | eck copies            | your         | service?                   |                |
|             | a to acc        | ess (                 | of cancelled | through you                | ??             |
| I           | cancel          | led check             | using        | online service?            |                |
|             | ba              | nking                 | I get        | copies of cancele          | d checks?      |
| Can I       | ba              | anking to             | check        | copies?                    |                |
| want        | to use          | banking               |              | _ canceled checks          | i.             |
| I need      | _ obtain        | check                 | in o         | nline                      |                |
| I           | _ to retrieve p | ast cancelled c       | hecks        | I your                     | ·              |
| There is a  | for             | copies                |              | your bank                  | ng platform.   |
| Can cance   | led check       |                       | banking?     |                            |                |
|             | retrieve        | canceled              | using online | e?                         |                |
|             | to how t        |                       | using yo     | ur digital banking.        |                |
| Is po       | ssible to       | canceled              |              | online system              | ?              |
| I to _      | my cance        | led                   | within       | company's digital          | ·              |
|             | retrieve        | my canceled _         | from yo      | ur facili                  | ty.            |
|             | like to fetch r | ny                    | from yo      | ur servi                   | ce.            |
| Is po       | ssible ac       | cess canceled _       |              | your plat                  | form?          |
| Is the digi | tal banking     | able gi               | ve           | _ of                       |                |
| Can         |                 | _ to obtain           | reco         | rds in your s              | ystem?         |
|             |                 |                       |              | canceled                   |                |
|             |                 |                       |              | banking platf              |                |
|             |                 |                       |              | the digital                | _ service?     |
|             |                 | _ checks from         |              |                            |                |
|             |                 | my                    |              |                            |                |
|             |                 | ing, how do           |              |                            |                |
|             |                 |                       |              | banking service            |                |
|             |                 |                       |              | ks your banki              | ng             |
|             |                 | celled cop            |              |                            |                |
|             |                 | k                     |              |                            | _              |
|             |                 |                       |              | our banking                | ?              |
|             |                 |                       |              | of cheques?                |                |
|             |                 |                       |              | your internet bank         | ting?          |
|             |                 |                       |              |                            |                |
|             |                 |                       |              | your                       | systems?       |
|             |                 | checks                |              |                            |                |
|             |                 | electronic            |              |                            |                |
|             |                 | copies                |              | un hanking                 |                |
|             |                 |                       |              | ur banking.                | amlaim ar 2    |
|             |                 |                       |              | your digital be            |                |
|             |                 |                       |              | cancelled checl            | S?             |
|             |                 | k my<br>_ of canceled |              |                            |                |
|             |                 |                       |              |                            |                |
|             |                 | through               |              |                            | ke?            |
|             |                 |                       |              | es of canceled chec<br>n ? |                |
| is mere _   | to ac           | coss canceled C       | 11CCV I      | · f                        |                |

| do      | acces         | s cancelled co                             | pies           | _ online bank  | cing?          |             |           |
|---------|---------------|--|----------------|----------------|----------------|-------------|-----------|
| Can you | ı me _        | elec                                       | ronic replicas | s voided       | ?              |             |           |
| Is      | i             | n getting                                  | of bour        | nced cheque?   |                |             |           |
| Is      | the           | banking facility                           | ge             | tting cor      | oy bound       | ed chequ    | es?       |
| us      | ing your      | banking service,                           | can reco       | over           | ?              |             |           |
| yo      | our           | you to                                     | view cancelle  | ed image       | es?            |             |           |
| There's | a for _       | on y                                       | our e-bankin   | g              |                |             |           |
| Can my  | digital       | me to _                                    | my cance       | eled           | _?             |             |           |
| th      | ere an expla  | nation for ele                             | ctronic c      | of             | your           | _ service   | s?        |
| th      | ere a way to  | view canceled                              |                | ?              |                |             |           |
|         |               | edure for requestin                        |                |                |                |             | rvice?    |
|         |               | retrieve cancell                           |                |                |                |             |           |
|         |               | get  |                |                | your bank.     |             |           |
|         |               | eled copies                                |                |                |                |             |           |
|         |               | back checks t                              |                |                |                |             |           |
|         |               | me   |                |                |                |             |           |
|         |               | ies chec                                   |                |                |                | _ your      | ?         |
|         |               | get photos or o                            |                |                |                |             |           |
|         |               | _ get of                                   |                |                | feature?       |             |           |
|         |               | check copies                               |                |                |                |             |           |
|         |               | ered by your b                             |                |                |                |             |           |
|         |               | ve cancelled c                             |                |                |                | _• <b>·</b> |           |
|         |               | canceled                                   |                |                |                |             |           |
|         |               | e able yo                                  | ou copies      | _ canceled     | :              |             |           |
|         |               | check? _ access digital cop                | ion of         | 2              |                |             |           |
|         |               | _ access digital cop<br>the digital bankii |                |                | roguest        | of          | ahaalta   |
|         |               | the digital banki<br>_ a digitized cancell |                |                |                | 01          | _ checks. |
|         |               | _ a digitized cancen<br>hook me            |                |                |                | 2           |           |
|         |               | banking                                    |                |                | ouncoiou _     | •           |           |
|         |               | digital banking                            |                |                | auest copies o | f           | ?         |
|         |               | cure copies                                |                |                |                |             |           |
|         |               | g access                                   |                |                | J              | 5           |           |
|         |               | ır online banking                          |                |                | nceled checks. |             |           |
|         |               |  |                |                |                |             |           |
|         |               | t's acces                                  |                |                |                |             |           |
| It's    | obtai         | in of                                      | _ checks from  | ı bank.        |                |             |           |
| How do  |               | copies                                     | your           | e- banking p   | latform?       |             |           |
|         | possible      | to obtain digital co                       | pies of        | through _      |                | _?          |           |
| Would   | be poss       | sible to cancel                            | ed check       |                | platform?      | •           |           |
| th      | ere a way _   |  | w              | ith your onlin | e service?     |             |           |
| How ca  | n get _       | cancelled                                  | copy in        | ?              |                |             |           |
| do      | you           | copies of cance                            | led via _      | online         | ?              |             |           |
| it      | possible to _ | can  | celled b       | y using your _ | banking        | ?           |           |
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| Do you a to get copies of feature?   |
| Is there a for electronic copies using your?   |
| Are of canceled checks possible banking?   |
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| Is possible to copies of checks feature?   |
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| Is digital reproductions canceled cheques your?  |
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| photos scans of cheques from your systems?   |
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| know that you hook with copy of canceled checks?   |
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