[Demo] NLP Dataset for Customer Service Automation

Company Type	Health Insurance Companies
Inquiry Category	Policy coverage questions and changes
Inquiry Sub- Category	Prescription Drug Coverage
Description	Customers seeking information on medication formularies, copayment amounts, mail-order options, and prior authorization requirements for specific prescription drugs.
Data Size	5,156 paraphrases
Want to buy data?	Please contact nlp-data@qross.me via your business email address.

$\begin{tabular}{ll} Masked sample paraphrases of one "Health Insurance Company" customer inquiry. (Purchased data will not be masked.) \\ \end{tabular}$

What steps I need to generic listed your?	
If a in medication list, what I do?	
There a generic formularies, can do?	
no generic alternative included in formulary, what ?	
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need if a generic alternative.	
If no generic what steps need to take?	
there is a that included formularies, what should you?	
there I you don't offer a generic?	
What can I you a generic ?	
isn't option listed on your do I?	
If are replacements included the medication what measures to	ake?
How you fix if generic ?	
a generic included in your do you have to?	
If the formularies a I do?	
process for your isn't generic?	
should you able to find a substitute?	
When are no alternatives formulary, inform steps to take) .
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are alternatives your so please about the steps to take.	
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	If don't offer alternatives, have take action.	

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your formularies generic alternatives, tell me necessary action.
If no in your formularies proceed?
When are no alternatives your formulary, please let
a is listed on what can done?
a is listed on what can done? If no generic listed on what I take?
a is listed on what can done? If no generic listed on what I take? If there alternative your formularies, do I need to?
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I provided.
the offer a generic alternative, I do?
for when doesn't have generic options?
no generic alternatives within formulary, about the steps take.
should I do the formularies do alternative?
actions be since no generics?
formularies offer generic please advise the next course
Please advise if there are no list.
there's no listed on formularies, what I ?
there are no generic please let know the steps
formularies don't have generic alternatives, kindly course of
generic alternatives in formulary, tell what do.
generic alternative on list, what to?
steps for a formulary generic?
generic alternatives provided your formulary, explain the appropriate take.
What should do there generic substitute in ?
Steps for without ?
If no formularies, what I do?
there aren't included in your approved what do?
What there are no alternatives in approved list.
a generic alternative missing your list, you?
should I if generics?
no generic in the formulary, do to take?
How when there is generic medication?
Does include steps generic?
If alternative is listed on your about the
you do not generic in formularies, what need be ?
If you don't on formularies, what I?
When generic alternative included, to ?
If there any generic listed, I ?
In there is alternative listed on formularies, the appropriate
If the not a then can I?
If that not included in your what steps to taken?
a generic alternative is not to?
do I when are not ?
What should I if can't generic you?
there be no generic listed on your formularies, give
If do not have guidance?
Which should be my end according listings, are explicitly indicated?
When is no on medications, how it?
Do you steps for not generic on ?
What do if you can't in your ?
What steps I there no generics list?
What is for you no your prescription?
to no generic on your?
When aren't generics should act? If the formularies include what I do?
If the formularies include what I do?
to what when there are generic in formulary.
next moves if there is list.
What measures should I if are no in ?

	when a	alternative	not on the?		
If there	generic	your _	should you d	0?	
v	when	doesn't have any	options?		
should	I	I find a _	on list?		
If your form	ularies do	gener	ic please advise	course	action.
a gene	ric is not	what y	ou?		
steps _	I take	_ there no _	alternative o	n formularies?	
When there	s no	· · · · · · · · · · · · · · · ·	what's the process?		
t	he process	_ you have _	in your pres	cription?	
	no	for your formu	ılary, inform me	of to take.	
is the J	process when $_$	is	option pres	cription?	
				something I need	?
there's	s alt	ernative	_ formularies, sto	eps do I to take?	
What's	wh	en there aren't	generic for	prescription?	
		substitute,			
				de step	os.
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			e no listings		
				uded formularies?)
		generi			
			your		
			ernatives, please advis	e what do.	
		when ar			
		here			
			e listed forn	guidance the app	ropriate steps.
			ensted form on your formulary?		
			o listings?		
			what should	2	
		generic need		·	
			can I do?		
				hat need to be taken?	
			tings generics?		
			lon't a generic al	ternative?	
			a substitute		
			I ?		
				here any steps you take	e?
			ve, I do?		
			ve that isn't included in	n formularies?	
When	no a	lternatives	formulary, please	tell how to take	•
When	no	fo:	rmulary, please tell me	e about to ta	ke.
your fo	ormularies	_ have	please on	course of action.	
If gene	eric alternative	is listed on		about steps.	
I	fix when	generi	c on medication?		
	give	alternative o	n your formularies, th	ere I to	do.
If form	ularies h	ave generics	, what should	?	
g	eneric	on your f	ormularies, please	_ guidance about appr	opriate
there's	s generic	option in	formularies, what	I?	
What should	l if _	are no o	options?		
Should your	formularies	offer	please advise o	on course	

If there is generic in proceed?
are generic options your formularies, can do?
What should when generic alternative not mentioned ?
there's no generic listed your formularies, what to?
a generic isn't listed on your the steps.
tell what I'm supposed to there's options?
If formularies generic need guidance?
to be taken if there generic in your?
If there generic alternative your formularies should ?
your generic please advise on to take
What if a is not listed formularies?
have any options your formularies do a ?
do if the lack a generic?
When there is generic options the process?
When isn't a alternative included in your to?
When there are no your tell appropriate steps.
there is no list, should you do?
If do not of action.
needed if generics on formularies?
needed you see?
Are there any options in formulary?
If there is you proceed?
What if no generic in your?
If a alternative not included in should ?
can I the not listed your formularies?
When are no alternatives in your inform about the take.
What should happen option in formularies?
If there generic option in your you?
can I the option from your formularies?
Which steps followed if there no ?
Which steps followed if there no? If is generic that is included your what done?
If is generic that is included your what done?
If is generic that is included your what done? How proceed if no?
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a generic alternative isn't list, proceed?
Please provide guidance alternative listed on your
no in the up-to-date listings, steps be?
me how proceed if a alternative not?
no is on your list, what ?
there any you can for no formulary?
If there generic on your formularies, please steps.
Is anything I do generic alternative your formulary?
What can I do the don't ?
do do I cannot find alternatives formularies?
you if generic alternative mentioned?
Is there I to do you a alternative?
What action should taken listings ?
to do there is generic formularies?
If no generic is listed your please give steps.
If there listed on what should do?
When prescription options, what's the for?
When are generic your prescription, the?
What steps taken generic alternative is your formularies?
When there alternatives within formulary, need to know steps to .
How should I your
don't a alternative formulas, is anything else I to?
If is generic your formularies, I have to?
When there no provided formulary, please me to
If, the current listings, generics should be followed?
What must be done if not your?
When a generic on your should do?
Is need do if provide a alternative?
steps be followed my if no generics ?
there's no option your what is ?
What the a generic substitute?
be taken if generics on formularies?
generics your listings, which steps should follow?
When no generic in prescription, what the?
What can I the lack generic?
What be taken there for generics?
are that should be with generics?
What's you don't have generic options in?
If no your formularies, what should?
when there aren't generics?
When $___$ are $___$ alternatives in $___$ formulary, please $___$ the $___$ steps to $___$.
If generic in your formularies, proceed?
should be my course action if find a?
Do you a proceed generic alternative mentioned?
process for when your generic alternatives?
steps ought my end if are in the listings?
you a generic alternative your formularies, there I need to
should I if no substitute your?
If generic alternative, need?
What should next can't find on your list?

should I you find a for me?
If generics on formularies, what can ?
If no generics show what do?
If is a generic that's included in formularies, ?
should unlisted generics formulary?
When no generic alternative in do do?
Actions are needed if aren't your
steps from my end if, according listings, generics are?
What steps should taken if that is your formularies?
there no generics in your which steps ?
How to if a is?
there generics on your what are?
I do a list no?
if have generic for your formularies?
If that is not listed formularies, what needs to be?
If your offer generic alternatives, advised on the
If your offer any the necessary of action.
What should not generic alternatives?
If isn't a generic on your formularies, steps ?
Is steps options in your?
isn't a generic alternative formularies, to be taken?
Is $___$ something $___$ I $___$ to do if you $___$ offer $___$ on $___$ formularies?
no alternative your formularies, please provide guidance on how
needed if no?
I if you can't find generic?
What done the event no generics?
What done the event no generics? If do not the necessary course of action.
If do not the necessary course of action. If your formularies not generic alternatives, kindly appropriate course What should if no generic option ?
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If
Ifdo not
Ifdo not
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	alternativelistedyourplease provide guidancehow
	advice formularies generic alternative?
lou _	a option listed formularies, what can ?
	have generic you guidance.
	not listed on formularies, what steps are?
	re on what action needed?
f	generic listed your let me know the steps.
	there alternative listed on please about the appropriate steps.
	there your there any you can take?
	should go when there ?
	want to how proceed unlisted my formulary.
Oo	have no generic your formulary?
Nhen	are no your formulary, please me what
	there on formularies, what are the you take?
f	formularies a generic what do?
s the	ere need for guidance if formularies?
	should a generic alternative isn't your list?
	there a generic not in your you do?
What	is when substitute is listed?
low t	to if a option.
When	there options in what process?
	be generic alternative isn't on your list?
	you don't alternative for formularies, there something else need
How o	do fix generic on medications?
f the	re isn't generic your formularies, steps taken?
How	do there's no ?
	no generic listed on can I do?
f	not generic is else I need do?
	a in formulary, what should I do?
What	are not any generics?
What	can do if formularies generic?
When	are no within your the appropriate to
What	you when a on your medication?
f	don't offer there something I to?
Any _	one your formularies?
	to be taken?
	there a generic substitute approved what should do?
f	formularies don't generic alternatives, advise necessary course
f	alternative listed on the formularies, what to done?
	no the list, what steps should take?
	generic alternative list, what to?
What	can I are options on your?
	steps be followed if no generics stated in your ?
	should happen if there generic ?
	I should take if there are generics on ?
	measures if is generics?
	steps taken there is a the formularies?
	is generic listed your please regarding steps.
	on your formularies?

If no are formularies, please guidance for the
What is the when options your prescription?
I do you don't generic substitute?
Which should followed from end, no indicated?
When a alternative included on how should ?
If is option formularies, how you proceed?
should next step if can't a substitute me?
is no included in your do have me to take?
there is no generic in formularies do?
Do you steps generic your formulary?
If generic on the formularies, what I?
If no generics what be taken?
What should happen there no ?
If there a option formularies, what do?
there no alternative listed your formularies, please provide steps.
What the steps not having generic ?
What do if there isn't generic substitute your?
When alternatives provided within formulary, tell me the steps
When is not the what should do?
Is there I can there no generic alternative ?
Which steps be from if generics are?
If your formularies don't any advise proceed.
No is in formularies, to?
you don't a on your formulas, there's else do.
When there are no alternatives please about the steps.
If no replacements included in medication what do?
is no generic your formularies, I take?
What can you when generic on your?
should when there aren't?
steps should I take I generics the?
I do if there's substitute on?
have for no generic options in ?
When aren't any alternatives your list, you?
there are no on your formularies, are have ?
there are no on your formularies, are have ?
there are no on your formularies, are have ? When alternative in what steps need to taken?
there are no on your formularies, are have ? When alternative in what steps need to taken? don't offer a your do I to do anything?
there are no on your formularies, are have? When alternative in what steps need to taken? don't offer a your do I to do anything? happen if don't generic? If don't generic on what can I do?
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there are no on your formularies, are have ? When alternative in what steps need to taken? don't offer a your do I to do anything ? happen if don't generic ? If don't generic on what can I do? If no generic your please give guidance with appropriate the a generic what I do? How I there are generic ? When generic in your formulary, are there you can ? Which should from my is no generics in listings? is no generic on formularies, give guidance on steps. If a generic alternative but listed on formularies, should ?
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When no alternatives available formulary, me what d	1
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to do isn't mentioned on list?	
is generic on your list to ?	
alternative on please give about to proceed.	
should I do do have on the ?	
there generic alternatives your approved should I?	
there no in formulary, tell me the appropriate steps	
That should do your list does any generic?	
no generics, are you to ?	
formularies do have a alternate, can do?	
included formularies how should you proceed?	
are needed if are on formularies.	
I dothere aren't in your approved medication?	
there be generic listed your formularies, regarding the	steps.
That when there no on medication?	500po.
That happen when no listings ?	
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should betolistings for generics?	
ctions if there are no generics	
should I do regarding formulary?	
there are no generic provided within your please let me	to
hat I when no in the ?	00
nould be generic options on formulary?	
/hat should after seeing listings ?	
are in your formulary, tell me how to take steps	i.
don't a how should proceed?	
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a generic isn't on the to?	
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should from my if no generics are?
generic listed on your formulas, I do?
actions taken if there is that not listed on formularies?
If generic listed on the what should ?
the formularies do alternative, what I supposed to?
steps should my end no are shown in listings?
Which when are no listings for?
If a generic alternative is included, need ?
What actions should listings generics?
you include alternative formularies, do I any options?
should do, there any generic listed?
When there's no alternative the I?
Should I take action you generic?
when you don't have for your?
If there no generic in your list what ?
What can if formularies do not a ?
What actions taken if listings generics?
If isn't a generic listed formularies, be taken?
If generic alternative provide instructions for the appropriate
don't a generic your prescription, process for?
With no the list, should ?
What I if there no ?
What actions should is is for generics?
should I if give me a?
If there generic alternative listed on do ?
there alternatives for your please tell me the appropriate
there is generic alternative included your steps take?
should do I don't generics the?
If generic in your formularies, should we?
What should do drugs are from the?
If alternative listed formularies, guidance the proper steps.
What should do there no generics in ?
another thing to if offer a generic alternative?
be done there generic on your ?
What I don't offer a alternative?
formulas not offer generic alternatives, please advise of action
When there are generic within me what steps to
there is a alternative that in your what need ?
If there are generics on formularies, ?
What actions no listings generics?
Whenisn't alternative included are any steps can take?
When you don't alternative formulary, should I?
there generic option for what's process for?
How I my formulary?
the process for when option your prescription?
yer have what?
What's there any options in your prescription?
When there in your formulary, can take?
the formularies offer any generic on the necessary
the for when prescription doesn't any generic?

When no generic on fix it?
any options if have a generic alternative?
If no generics what will be?
$___ should be ___ if ___ is ___ generic ____ isn't included ___ your __\$
do do no generic on your?
What should I do is no ?
I proceed once there ?
If alternative is listed your steps I?
I do if there is no formularies?
If your do offer any generic how
If, your listings, generics are steps be followed?
What be if there listings ?
How you there no generic your?
Is anything can don't have generic alternative?
What you do there generic listed?
What can do if do not alternative?
What should next of action be find a for?
to proceed if formularies have a?
If there is listed your what I?
there for formulary no generic?
steps ought be my no generics are explicitly?
What be there isn't generic on the formularies?
Is there need for guidance if alternative?
the next if you can't find generic?
If there generic on your can do?
there are no approved list, should I ?
there generic alternative not included steps to be taken?
should be no generic listed?
If any generic alternatives, advise a course of
What need to be taken if isn't formularies.
What you when no generic drugs?
Steps a any options?
your formularies offer any generic on the necessary
prescription any generic options, what the you?
alternatives in what should I do?
Actions there are no generics on
isn't any options your is the for?
should followed my no generics are given?
What should done there is not in your formulas?
Actions taken no appear your formularies.
When there is in your should you ?
be done in to no listings?
something I need to if don't a generic formularies?
should I unlisted generics on?
there I do have generic alternative in formulary?
When there no your please tell me steps take.
to proceed a alternative is missing ?
There's listed formularies what can I do?
are generics on list, I do?

your prescription doesn't options, process for?
I do there alternative listed the formularies?
There's need guidance lack generic
there's in prescription, what is process?
How I handle my?
When what to do?
What do if I a substitute on ?
no no on your formularies, what should taken?
you substitute on list, should I do?
steps need be taken if there a generic?
action I take there are no generics ?
What be done when there generic ?
should I take is alternative on the?
there no generic in your medication should I?
If are in your medication what should I?
If your formularies don't have generic course of
What to when a generic mentioned ?
When no generic alternatives provided within please me understand appropriate
steps I take if is no list?
If there are generics included should do?
What process for when options your prescription?
there is no to your?
What there is alternative to ?
I what to when don't have alternative formulary.
is no option your can do?
What should done case of listings ?
When is no in there I can do?
ought to be taken are no generics?
What do want do you don't have ?
What there are no on the?
What be taken generics on?
generic isn't on your how proceed?
If is generic listed on the what steps need taken?
you not have generic do you?
there generic alternative that is not on steps need ?
a generic alternative the what need to be taken?
there is generic on formularies what do?
a generic alternative that is not what to be?
When generic alternative on list, you?
required if no generics formularies?
If is generic alternative listed your the appropriate steps.
What I do if there option on?
doesn't have any what?
should there is generic listed the formularies?
Actions to be if generics your
there is a generic your formularies, should I?
have for no options on formulary?
generic alternative included your formularies, need be taken?
steps must taken if on the formularies?
If generics appear, what actions ?

no generic al	ternative listed,	I take?			
With no in	I do?				
When	alternatives within	formulary,	_ tell	the appropriate steps	take.
	to do if you				
What steps	if there is gener	ic alternative not _		?	
If altern	native on formu	llaries, what steps	do	?	
How to a	_ alternative	your list.			
generics sho	w up on what a	ctions need		?	
generic					
	appear on f	formularies?			
	to do if don't offe		you	r formularies?	
	alternative to				
	shouldyou		ic ?		
	hat to do when				
				appropriate	
	_ you have a				
	youyou		,,,,		
	ic in		io?		
	n generics				
	not a)	
	o not offer adv				
	cive is on			etone	
	if isn't su				
	your with gene		ipproved	incurcation:	
	with gene				
				subjek eteme	
	eneric alternatives in nerics on		ren	wnich steps	
	replacements included _			at do?	
	t do when there				
	in your		about tne	appropriate steps.	
	y options, what				
	n't get in _				
				me the appropria	ite to tak
	listed your formu				
	ric alternative on for				
	cive included fo			os you can take?	
	_ taken if		erics?		
	generic on y				
	tings, no				
	ernative be listed				
	I to if				
If no eq	uivalents	medication list, w	hat meası	ıres take?	
	ed to do				
	neric available			_ how	
When there's gene	ric in wha	at should	_ take?		
is	listed formular	ries, what steps	I take?		
If you a	what do	to do?			
you	_ to do if you offer _	alternat	ive?		
When there no ger	eric included in you	r there		take?	
steps I	when are no or	ı list?			

What to you a alternative?	
What should be taken if not in the?	
no generic listed formularies what do need to?	
steps for a generic substitute not listed?	
What should $_$ if $_$ don't $_$ any $_$?	
are listed, which should be followed from?	
If there a generic that formularies, what steps taken?	
a generic isn't listed on the steps ?	
generic in your formulary, what I do?	
should I can't find alternatives in formularies?	
I if there aren't generics?	
If is no alternative your formularies, for the	
do when find alternatives in my formularies?	
according tothereno generics,steps should?	
I do unlisted your formulary?	
When there options your prescription, the for? What actions with generics the list?	
I know how to are generics.	
happens when you don't generic prescription?	
What's the process there's generic in ?	
there is no on what to?	
actions be whenever there listings generics?	
no generic option is in formulas, ?	
you do not have a generic optionyour?	
If there a generic that is the formularies, what ?	
to aware of appropriate when there are no generic within _	formulary.
there alternative listed your formularies, guidance regarding	
there alternative listed your formularies, guidance regarding	
there alternative listed your formularies, guidance regarding How do with forms ?	
there alternative listed your formularies, guidance regarding How do with forms ? actions without listings generics?	
therealternative listedyour formularies,guidance regarding	_ appropriate steps.
therealternative listedyour formularies,guidance regarding	_ appropriate steps.
there alternative listed your formularies, guidance regarding	_ appropriate steps.
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If a	isn't listed	formularies,s	steps need	taken?	
	no generics on _	formularies, what	you	_?	
C	an I do the do _	have?			
Which	steps followed f	rom my end if		?	
If there	e aren't	approved	what ı	neasures should I	?
d	o there is	no generic your _	?		
If	isn't a on	your formularies what	;	?	
	the process for when _	generi	c y	our prescription?	
If	don't generic a	lternative on your form	nularies,	_ I	else.
tl	nere is alternati	ve is not listed or	n formul	aries,	_ needed?
	you need to do				
	do offer				
	teps should be				es?
	nere is no generic option _		ries,	I?	
	the formulary				
	our formularies			he necessary of	··
	should if th				
	don't a alte			6 1 . 0	
	to be taken				1
	to c			native form	nularies?
	should be taken t				
	ctions be taken, no			the appropriate etc	one take
	no taken				
	your tuken				
	are in listin			process.	
	not a			?	
	don't				
	are generic				l ?
	e are replaceme				
	o with unlisted				
	generic is listed		provide some	guidance regarding t	the appropriate
What _	do no	listed?			
If you	don't offer a alternati	ve the	re	else need	?
If	a include	d in the	shoul	d I do?	
	I can'i	get a generic substitu	ıte	list?	
When a	a alternative isn't men	ntioned	should	l do?	
	be followed from	if no gener	ics	in up-to-date l	istings?
	generics are in				
	generic is not include			roceed?	
	do about ge				
	ou no generics on		you	?	
	is no on you				
	teps to taken if			the?	
	s if no generics		·		
	proceed if there				
	should taken acc				
	nere no generic				
	hould I you're n				arias?
	Somening	reen no il von	oner all	your torinul	ar 162;

no generic option the what you do?	
If don't provide advise what to do.	
If formularies don't alternative what I do?	
If there no alternatives medication what should do?	
should taken if was for generics?	
What do there aren't options listed?	
What's the if generic not?	
the formularies a generic alternatives, what can?	
steps to be generic alternative listed on formularies?	
to if can't find alternative?	
steps need taken if a generic in your formularies?	
If are no generic what should I do?	
What my be have a generic on your?	
What formulary any generics?	
What measures there are generics?	
prescription doesn't generic options, what's process?	
If there's in formularies, what I?	
If no option formularies, what I do?	
What's the procedure if there ?	
should be there generic alternative that is not listed	?
should I without generics the?	
If no your please provide about appropriate steps.	