Conversation 2:

Mrs. Arnolds (sales representative Valentinos): ring ring...ring ring...ring ring...

Mr. Samways (Secretary): Hello, Valentinos, this is Patrick speaking. How may I help you?

Mrs. Arnolds: Yes, this is Mrs. Janet Arnolds calling. Could I speak to Mr. Daniels, please?

Mr. Samways: I'm afraid Mr. Daniels is out of the office at the moment. Would you like me to take a message?

Mrs. Arnolds: Uhm...actually, this call is rather urgent. We spoke yesterday about a delivery problem that Mr. Daniels mentioned. Did he leave any information with you?

Mr. Samways: As a matter of fact, he did. He said that a representative from your company might be calling. He also asked me to ask you a few questions...

Mrs. Arnolds: Great, I'd love to see this problem resolved as quickly as possible.

Mr. Samways: Well, we still haven't received the shipment of chocolates that was supposed to arrive last Monday.

Mrs. Arnolds: Ah, yes, I'm so sorry about that. In the meantime, I've spoken with our delivery department and they assured me that the chocolates will be delivered by tomorrow afternoon.

Mr. Samways: Excellent, I'm sure Mr. Daniels will be pleased to hear that.

Output:

Generated Insights:

* High priority delivery issue between Valentinos and Mr. Daniels.
* Expected shipment of chocolates not yet received.
* Urgent resolution needed, with delivery expected by tomorrow afternoon.