

## Complete Result of Categorization Survey

Error messages	K	Category
Currently I am not able to process your request.	1	Neutral
You seem to be upset.	0.951	Sentiment
System error.	0.951	Neutral
An error has occurred.	0.951	Neutral
Are you alright?	0.903	Sentiment
Due to an error, the request cannot be processed.	0.903	Neural
The system is currently experiencing some errors.	0.903	Neural
I'm sorry.	0.857	Apology
I know you are frustrated.	0.856	Sentiment
I know how you feel.	0.856	Sentiment
You seem to be frustrated.	0.856	Sentiment
Did I annoy you?	0.856	Sentiment
There was no response to your request.	0.856	Neutral
Did I upset you?	0.811	Sentiment
Did I make you angry?	0.811	Sentiment
No result found.	0.811	Neutral
I cannot do that at the moment.	0.767	Neural
I want to apologize for this error. Please give me more time to fix it.	0.766	Apology
The system is currently experiencing some difficulties.	0.725	Neutral
I am very sorry that this error occurred.	0.723	Apology
Sorry.	0.68	Apology
I am sorry for the inconvenience.	0.652	Apology
Due to a system error I cannot process your request now.	0.647	Neutral

I am sorry about this.	0.643	Apology
I don't understand.	0.639	Neutral
Unfortunately an error has occurred.	0.616	Neutral
Please forgive me for this inconvenience.	0.605	Apology
It sounds like you did not have the best experience.	0.602	Sentiment
Please forgive me.	0.534	Apology
I didn't quite catch that.	0.428	Neutral
Unfortunately there was an error.	0.423	Neutral
I'm sorry to ruin your experience.	0.329	Apology
I didn't mean to annoy you.	0.297	Sentiment
It's my fault.	0.28	Apology
I am sorry that I cannot process your request now.	0.266	Apology
Your patience is appreciated.		
I didn't mean to upset you.	0.264	Sentiment
Please give me some time to fix this error.	0.238	Apology
Sorry, that was a system error.	0.236	Apology
I will check out and try to make it work as soon as possible.	0.231	Neutral
Unfortunately I do not know that.	0.198	Neutral
It was my mistake. I didn't mean to upset you.	0.113	Apology
I will do my best to fix this.	0.0919	Neutral
I will try as hard as I can to fix this.	0.0755	Neutral
I promise I will figure it out.	-0.0081	Neutral