Call 11

Line	Speaker	Text

1   P1:   ↑so you were a <u>robot</u> in this is it dude?

2   P2:   ↑a:::h more of a <u>recorded automated system</u>

3   P1:   a::h robot

4   P2:   ↑yes whatever he pressed I
5   did the opposite

6   P1: $o:h dear$

7   P2:   ah ha

8   ((Phone rings))

9   V11:   hello

10   P2:   hello good morning, my name is ↑Zahari I'm calling from XXX bank can I
11   speak to V XXX?

Comment [YK1]: Yes/No Question

12   V11:   yeah speaking

Comment [YK2]: Request for Information

13   P2:   ↑hello mister V first of all I would like to say
14   thank you very much for activating your gold card yeah and ah we just calling to
15   just double check whether you have made this purchase yeah?

Comment [YK3]: Answer

Comment [YK4]: Yes/No Question

16   V11:   no

Comment [YK5]: Request for Confirmation

17   P2:   oh ok ah ↑pardon?

Comment [YK6]: Answer

18   V11:   no I've never used it yet

Comment [YK7]: OIR

19   P2:   oh ok sir hmm ah just to double
20   check did you make an online purchase about a fifteen minutes ago?

Comment [YK8]: Yes/No Question

21   V11:   no

Comment [YK9]: Request for Confirmation

22   P2:   then it is not you sir?

Comment [YK10]: Answer

23   V11:   no no

Comment [YK11]: Yes/No Question

24   P2:   ok then have ah to stop the purchase ok ok I'm
25   sorry sir ah this is ah is a automated system we gona pass you to the automated
26   system you just follow according to to what the system ask and you just press and
27   cancel the order ↑yeah sir

Comment [YK12]: Request for Confirmation

Comment [YK13]: Answer

28   V11:   ok

29   P2:   thank you very much

30   ((Music))

31   P2:   ↑hello welcome to XXX bank automated system. For credit card press one, for
32   loans press two, for your accounts press three,

33   ((Button pressed))

34	P2:	for credit card purchases press one, to cancel a purchase press two, to speak to our
35		operator press ↑star zero,
36		((Button pressed))
37	P2:	to cancel your latest purchase press one, to ↑confirm the latest purchase press
38		two, to speak to an operator press ↑star zero
39		((Button pressed))
40	P2:	thank you for confirming your purchase
41		((Music))
42	P2:	hello
43	V11:	hello
44	P2:	hello mister Chia ↑why did you confirm your purchase?
45	V11:	ah oh I ↑confirm the purchase?
46	P2:	↑ya you you you da da da system here shows
47		now you confirm the purchase
48	V11:	a:h
49	P2:	did you follow according to the?
50	V11:	sorry
51		maybe I press the wrong
52	P2:	↑haiyo you now confirm the purchase already you
53		know?
54	V11:	how much is the purchase?
55	P2:	for three hundred ringgit
56	V11:	for what things?
57	P2:	its online purchase for handbag
58	V11:	I confirm the purchase?
59	P2:	ya you just
60		confirm it with the system
61	V11:	no
62	P2:	ok ↑hold on ah I'm gonna ah transfer you to
63		another automated one ah and you make sure you follow this time ah ↑hold on ah
64		sir hold on
65		((Music))
66	P2:	welcome to XXX Bank automated system for credit cards press one, for loans
67		press two, for your accounts press three,
68		((Button pressed))
69	P2:	for cards purchase press one, to cancel a purchase press two,

Comment [YK14]: Wh Question

Comment [YK15]: Request for Information

Comment [YK16]: Non-answer Response

Comment [YK17]: Yes/No Question

Comment [YK18]: Request for Confirmation

Comment [YK19]: Answer

Comment [YK20]: Yes/No Question

Comment [YK21]: Request for Information

Comment [YK22]: Non-answer Response

Comment [YK23]: Yes/No Question

Comment [YK24]: Assessment

Comment [YK25]: No Response

Comment [YK26]: Wh Question

Comment [YK27]: Request for Information

Comment [YK28]: Answer

Comment [YK29]: Wh Questions

Comment [YK30]: Request for Information

Comment [YK31]: Answer

Comment [YK32]: Yes/No Question

Comment [YK33]: Request for Confirmation

Comment [YK34]: Answer

70	((Button pressed))
71	((Music))
72	P2:	↑hello mis mis mister mister V
73	V11:	yes
74	P2:	hello do did do you can you listen to
75		the the commands correctly ah? you you unfortunately you confirm it again are you
76		pressing the right numbers ah? ↑is yours a touch screen or what you phone?
77	V11:	okay ah don't want to get a argument with you
78	P2:	oh ok ok ok
79	V11:	I didn not want
80		to get an argument with you
81	P2:	ok ok ok ok
82	V11:	ok
83	P2:	ok
84	V11:	I follow according to
85		what it says
86	P2:	ok
87	V11:	what it asks you to do?
88	P2:	ok
89	V11:	okay
90	P2:	ah
91	V11:	so I'm very sure I didn't press anything wrong ok and there is
92		another bigger issue that I will clarify when I went to the off ah when I went to the
93		bank today
94	P2:	ah yeah what wha?
95	V11:	okay
96	P2:	ok ok I'll transfer you to a different
97		automated maybe that one ah oh faulty
98	V11:	↑no no no
99	P2:	ok
100	V11:	it's ok
101	P2:	no we really we really
102	V11:	it's ok
103	P2:	ok hold on ah we just we just ah fix this problem
104		you hold on ah sir
105	((Music))

Comment [YK35]: OIR

Comment [YK36]: Yes/No Question

Comment [YK37]: Suggestion

Comment [YK38]: Yes/No Questions

Comment [YK39]: Assessment

Comment [YK40]: Yes/No Questions

Comment [YK41]: Request for Information

Comment [YK42]: NO RESPONSE TO YK36, YK38 & YK40

Comment [YK43]: Wh Question

Comment [YK44]: Request for Information

Comment [YK45]: Non-answer Response

Comment [YK46]: OIR

106	P2:	welcome to XXX bank automated system to confirm that you have just been
107		*gotchad* by your wife Christine press one
108	((Button pressed))	
109	P2:	watsup dude?
110	V11:	↑hai good morning
111	P2:	this is P2
112	((Laughing))	
113	V11:	a:h XXX man! no wonder you sound so familiar!
114	((Laughing))	
115	V11:	you fooled me just once rite?
116	P2:	yes I am
117	((Laughing))	
118	P2:	bu::t you fell for it bro
119	V11:	↑okay thank you
120	((Laughing))	
121	P2:	anyway GOTCHA!!!

Comment [YK47]: Wh Question

Comment [YK48]: Request for Information

Comment [YK49]: Non-answer Response

Comment [YK50]: Yes/No Question

Comment [YK51]: Request for Confirmation

Comment [YK52]: *Answer*