Call 2 – Breaker keeps tripping – English-speaking caller

Exempel Rör & El (made-up company) · AI assistant Lina · length 0:45

Description: The caller asks if Lina speaks English. She switches straight away, asks when the breaker trips and books a callback from Johan after a clear yes.

Result: Not urgent · callback booked tomorrow at 09:00

> Staged example call: real Lina voice, made-up customers and companies. The callers' voices are AI-generated. At most one step per call is cut and marked [Cut].

Transcript

Lina: Exempel Rör & El, AI-assistenten Lina. Samtalet spelas in. Vad har hänt?

Caller: Hi, sorry, do you speak English? My breaker keeps tripping.

Lina: Yes, of course. Does it trip right away, or after a while?

Caller: After a while. Usually when the dishwasher is on. It's not urgent.

Lina: Would you like to book a callback from Johan?

Caller: Yes, please. Tomorrow morning, if possible.

[Cut: Lina briefly explains how the details are stored.]

Lina: What's your name?

Caller: Daniel Berg.

Lina: Thanks, Daniel. Can we reach you on the number you're calling from?

Caller: Yes, that's fine.

Lina: Nine or half past ten tomorrow?

Caller: Nine, please.

Lina: A callback tomorrow at nine. Shall I book it?

Caller: Yes, please.

Lina: It's booked: Johan will call you tomorrow at nine. More information is on Exempel Rör & El's website. Anything else?

Caller: No, that's all. Thanks, bye!

Lina: Have a nice day, bye!

Source: https://nexgensynergy.com/samtal.html#english-sakring