

Call 8 – No hot water – English-speaking caller

Exempel Rör & El (made-up company) · AI assistant Lina · length 0:35

Description: The caller only speaks English and has had no hot water since the morning. Lina switches language, asks whether anything is leaking, notes it as urgent and takes the name and number.

Result: Urgent · request noted for Johan · no leak according to the caller

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, I don't speak Swedish. We've had no hot water since this morning.

Lina: No problem. Is any water leaking?

Caller: No, nothing's leaking. But I have two small kids, so it's quite urgent.

Lina: I'll mark it as urgent.

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

Lina: What's your name?

Caller: Hannah Green.

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

Caller: Yes, please.

Lina: Your request is noted for Johan. More information is on Exempel Rör & El's website. Anything else?

Caller: No, that's all. Thank you, bye!

Lina: Have a nice day, bye!

Source: <https://nexgensynergy.com/samtal.html#english-varmvatten>