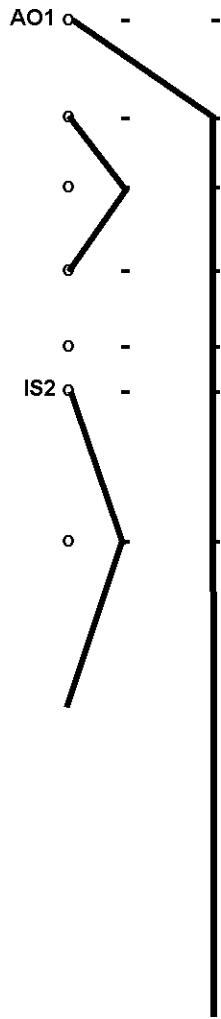


Turn #	Who	Text by Caller CL	Text by Agent AG	Game acts and Uni laterals	depth 2	depth 1
		[Beginning is missing. Analysis begins in turn 6.]				
1	CL	eight thirty five p.m.			o	-
2	AG		uh huh		o	-
3	CL	he's returning on the thirteenth of June on United flight one one one eight leaving Los Angeles at four p.m. and arriving into San Francisco at five thirteen p.m.			o	-
4	AG		mmm hmm and the fare is two hundred and thirty four dollars and sixty four cents		o	-
5		[seating, car]	[seating, car]		o	-
6	AG		ok. almost finished here. ok you said you had a second reservation?	bg AO1	o	-
7	CL	yes, please umm ar- are we done with um B?		ag ; bg IS1	o	-
8	AG		yes we are	ag, bt IS1	o	-
9	CL	yes um the second reservation is for D E, last name is E as in the month E.		at	o	-
10		[charge number]	[charge number]		o	-
11	AG		and FFFF, what day would he like to travel?	bg IS2	o	-
12	CL	uh he wants to go San Francisco to Phoenix on Monday June nineteenth uh Southwest six seven eight out of San Francisco at four ten p.m. into Phoenix at eh five fifty five		ag, bt IS2	o	-



13	AG		and returning or continuing on what date?	at IS2, bg IS3	IS3	-	
14	CL		returning on Tuesday June twentieth on United one four three six out of Phoenix at six thirty five p.m. and into San Francisco at eight thirty three	ag, bt is3		-	
15	AG		ok we've requested Southwestern flight six seventy eight that uh leaves on the nineteenth of June out of San Francisco at four ten p.m. arriving into Phoenix at five fifty five p.m.	at IS3, Uni: ACT1		-	
16	CL	uh		ACK		-	
17	AG		and as I say request because they're not in our system we will actually phone and have to confirm this reservation with (Southwestern	extend ACT1		-	
18	CL	right)		ACK		-	
19	AG		ok and then returning on the twentieth w- he's on United flight fourteen thirty six leaving Phoenix at six thirty five p.m. and arriving back into San Francisco at eight thirty three p.m.	extend ACT1		-	
20	CL	ok		ACK		-	
21	AG		and the fare on this is one hundred and sixty two dollars	extend ACT1		-	
22	CL	one sixty two		ACK		-	
23	AG		that's correct	ACK		-	
24	CL	[car rental]	[car rental]			-	
25	AG		ok great	ACK, POL, bt AO1		-	
26	CL	ok		at, ACK		-	
27	AG		thank you A	POL		-	
28	CL	you're quite welcome FFFF		POL		-	
29	AG		hmm mhh (bye bye	POL		-	
30	CL	bye now)		POL		-	