

Customer Management System

Date	27 March 2021	
Customer	Mr. Benny the Dog LS	
Date of birth	15 June 1958	
Age	62	
Languages Spoken	Specific	
Address	Levy Street 362, New South Wales, Wollongong, Sydney, 2205, Australia	
Email 1	LR_LS@languagerehab.com	
Email 2		
Level	CHALLENGING	
Module	MODULE ONE	
Start Time	2021-03-27 14:07:50	
Finish Time	2021-03-27 14:10:20	
Direct Audio Input – Left		
Direct Audio Input – Right		
Comfort Level	46.00 dB	

Time	Ambient Noise	Words	Words	Show Word	Language / Accents	Gender	Duration	Comfort Level Measured	Background Noise No.	SNR approx.
2021-03-27 14:07:59	45.50 dB	bus stop	earthquake	Yes	EN-NZ	F	10:366	50.50 dB	2	20.00 dB
2021-03-27 14:08:16	45.30 dB	bookmark	sunset	Yes	EN-AU	F	7:697	50.20 dB	2	20.00 dB
2021-03-27 14:08:31	43.80 dB	staircase	railroad	Yes	EN-NZ	M	7:436	47.20 dB	1	20.00 dB
2021-03-27 14:08:45	42.50 dB	outside	shoelace	Yes	EN-NZ	F	6:593	52.40 dB	1	20.00 dB
2021-03-27 14:08:57	41.30 dB	handshake	ice cream	Yes	EN-NZ	M	6:321	48.80 dB	1	20.00 dB
2021-03-27 14:09:10	43.80 dB	cloudburst	doorbell	Yes	EN-AU	M	6:672	46.50 dB	2	20.00 dB
2021-03-27 14:09:38	45.80 dB	rainstorm	door mat	Yes	EN-NZ	F	6:103	49.00 dB	1	20.00 dB
2021-03-27 14:09:50	41.80 dB	car park	cowboy	Yes	EN-AU	M	5:952	48.00 dB	1	20.00 dB
2021-03-27 14:10:03	45.50 dB	toothpaste	baseball	Yes	EN-NZ	M	5:424	46.00 dB	1	20.00 dB
2021-03-27 14:10:14	41.50 dB	pawpaw	rainbow	Yes	EN-AU	F	5:725	46.80 dB	2	20.00 dB

Pos	Languages	Abbreviation	Gender	Abbreviation	Voice Name
1	English - Australia	EN-AU	Female	F	Alex
2	English - Australia	EN-AU	Male	M	Ralph
3	English - New Zealand	EN-NZ	Female	F	Kineta
4	English - New Zealand	EN-NZ	Male	M	Peter

Pos	Background Noise Selected
1	Elementary School Playground Ambience
2	Restaurant Indoor Ambience People Talking Eating
3	Custom MP3 File

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Address	Levy Street 362, New South Wales, Wollie Creek, Sydney, 2205, Australia	
Email 1	LR_LS@languagerehab.com	
Email 2		
Level	CHALLENGING	
Module	MODULE TWO	
Start Time	2021-03-27 14:10:23	
Finish Time	2021-03-27 14:13:58	
Direct Audio Input – Left		
Direct Audio Input – Right		
Comfort Level	46.00 dB	

Time	Ambient Noise	Words	Words	Show Word	Language / Accents	Gender	Duration	Comfort Level Measured	Background Noise No.	SNR approx.
2021-03-27 14:10:31	40.50 dB	workshop	drawbridge	Yes	EN-AU	F	7:631	48.60 dB	1	20.00 dB
2021-03-27 14:11:38	42.30 dB	bathrobe	breakdown	Yes	EN-AU	F	8:953	49.00 dB	2	15.00 dB
2021-03-27 14:11:54	46.30 dB	dentiste	langouste	No	FR-CA	F	6:783	51.80 dB	2	15.00 dB
2021-03-27 14:12:07	45.30 dB	oatmeal	greyhound	No	EN-AU	F	5:881	51.00 dB	1	15.00 dB
2021-03-27 14:12:20	42.80 dB	childhood	race track	No	EN-AU	M	7:488	49.00 dB	2	15.00 dB
2021-03-27 14:12:33	46.00 dB	shortcake	dumbbell	No	EN-NZ	F	7:522	49.30 dB	2	15.00 dB
2021-03-27 14:12:47	45.00 dB	marché	oiseau	Yes	FR-CA	M	5:421	50.00 dB	1	15.00 dB
2021-03-27 14:12:59	43.80 dB	horseshoe	woodwork	Yes	EN-NZ	F	5:427	52.00 dB	1	15.00 dB
2021-03-27 14:13:37	46.80 dB	arbuste	fidèle	Yes	FR-CA	F	6:596	53.80 dB	2	15.00 dB
2021-03-27 14:13:51	49.80 dB	heartbreak	toothbrush	Yes	EN-NZ	M	6:912	52.30 dB	1	15.00 dB

Pos	Languages	Abbreviation	Gender	Abbreviation	Voice Name
1	English - Australia	EN-AU	Female	F	Alex
2	English - Australia	EN-AU	Male	M	Ralph
3	English - New Zealand	EN-NZ	Female	F	Kineta
4	English - New Zealand	EN-NZ	Male	M	Peter
5	French - Canadian	FR-CA	Female	F	Genevieve
6	French - Canadian	FR-CA	Male	M	Sacha

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Address	Levy Street 362, New South Wales, Wollie Creek, Sydney, 2205, Australia	
Email 1	LR_LS@languagerehab.com	
Email 2		
Level	CHALLENGING	
Module	MODULE THREE	
Start Time	2021-03-27 14:14:03	
Finish Time	2021-03-27 14:17:25	
Direct Audio Input – Left		
Direct Audio Input – Right		
Comfort Level	46.00 dB	

Time	Ambient Noise	Words	Words	Show Word	Language / Accents	Gender	Duration	Comfort Level Measured	Background Noise No.	SNR approx.
2021-03-27 14:14:10	43.80 dB	veste	verre	Yes	FR-CA	M	10:32	50.80 dB	2	15.00 dB
2021-03-27 14:15:41	46.30 dB	比	白	No	HK-CA	F	7:493	53.00 dB	1	5.00 dB
2021-03-27 14:15:54	39.00 dB			No	KR-KR	F	7:405	53.00 dB	1	5.00 dB
2021-03-27 14:16:08	42.30 dB	串	出	No	HK-CA	F	7:701	54.50 dB	3	5.00 dB
2021-03-27 14:16:21	43.30 dB	pile	pierre	Yes	FR-CA	F	5:275	49.00 dB	1	5.00 dB
2021-03-27 14:16:32	43.80 dB	fil	fiolle	Yes	FR-CA	M	4:803	55.00 dB	1	5.00 dB
2021-03-27 14:16:43	45.80 dB	très	trois	Yes	FR-CA	F	6:170	58.00 dB	3	5.00 dB
2021-03-27 14:16:55	43.80 dB			Yes	KR-KR	M	5:231	51.00 dB	1	5.00 dB
2021-03-27 14:17:06	42.30 dB	牛	我	Yes	HK-CA	M	6:486	48.00 dB	3	5.00 dB
2021-03-27 14:17:18	41.50 dB	bloc	bleu	Yes	FR-CA	M	5:867	48.00 dB	1	5.00 dB

Pos	Languages	Abbreviation	Gender	Abbreviation	Voice Name
1	French - Canadian	FR-CA	Female	F	Genevieve
2	French - Canadian	FR-CA	Male	M	Sacha
3	Hong Kong - Cantonese	HK-CA	Female	F	Frances
4	Hong Kong - Cantonese	HK-CA	Male	M	Allan
5	Korean - Korean	KR-KR	Female	F	Eun Jin
6	Korean - Korean	KR-KR	Male	M	Jae Young

Pos	Background Noise Selected
1	Audience Applause Clapping
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Email 1	LR_LS@languagerehab.com	
Email 2		
Level	CHALLENGING	
Module	MODULE FOUR	
Start Time	2021-03-27 14:17:28	
Finish Time	2021-03-27 14:21:07	
Direct Audio Input – Left		
Direct Audio Input – Right		
Comfort Level	46.00 dB	

Time	Ambient Noise	Words	Words	Show Word	Language / Accents	Gender	Duration	Comfort Level Measured	Background Noise No.	SNR approx.
2021-03-27 14:17:34	45.50 dB	文	門	Yes	HK-CA	F	7:263	50.30 dB	2	5.00 dB
2021-03-27 14:18:43	49.80 dB	đàn	điền	No	VI-NA	M	10:155	49.80 dB	1	15.00 dB
2021-03-27 14:19:00	45.00 dB	thức	thuộc	No	VI-NA	F	9:322	45.40 dB	1	15.00 dB
2021-03-27 14:19:16	41.30 dB	ดื่ม	ดุม	Yes	TH-TH	M	8:148	49.30 dB	1	15.00 dB
2021-03-27 14:19:46	37.00 dB	กิน	โกน	Yes	TH-TH	F	7:833	48.20 dB	1	15.00 dB
2021-03-27 14:20:01	41.30 dB	กิน	กิน	Yes	TH-TH	F	8:741	45.30 dB	1	15.00 dB
2021-03-27 14:20:18	43.80 dB	màn	muốn	Yes	VI-NA	M	7:88	47.60 dB	2	15.00 dB
2021-03-27 14:20:31	43.50 dB	ghét	guốc	Yes	VI-NA	M	6:801	50.80 dB	2	15.00 dB
2021-03-27 14:20:46	47.00 dB	กิน	กิน	Yes	TH-TH	M	6:523	48.00 dB	1	15.00 dB
2021-03-27 14:21:00	42.50 dB	trứng	trường	Yes	VI-NA	F	6:440	47.20 dB	1	15.00 dB

Pos	Languages	Abbreviation	Gender	Abbreviation	Voice Name
1	Hong Kong - Cantonese	HK-CA	Female	F	Frances
2	Thailand - Thai	TH-TH	Female	F	Bunyarat
3	Thailand - Thai	TH-TH	Male	M	Teeraphat
4	Vietnam - Northern Accent	VI-NA	Female	F	Hoa
5	Vietnam - Northern Accent	VI-NA	Male	M	B?c

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Email 1	LR_LS@languagerehab.com	
Email 2		
Level	CHALLENGING	
Module	MODULE FIVE	
Start Time	2021-03-27 14:21:14	
Finish Time	2021-03-27 14:24:48	
Direct Audio Input – Left		
Direct Audio Input – Right		
Comfort Level	46.00 dB	

Time	Ambient Noise	Words	Words	Show Word	Language / Accents	Gender	Duration	Comfort Level Measured	Background Noise No.	SNR approx.
2021-03-27 14:21:22	42.30 dB	kết	ghét	Yes	VI-NA	F	7:511	47.50 dB	1	15.00 dB
2021-03-27 14:22:28	38.80 dB	提供	停工	Yes	TA-TR	M	5:776	51.30 dB	2	20.00 dB
2021-03-27 14:22:39	44.80 dB	睡覺	水餃	Yes	TA-TR	M	6:787	53.30 dB	2	20.00 dB
2021-03-27 14:22:53	40.30 dB	ลอด	ลล	Yes	TH-TH	M	5:929	42.40 dB	2	20.00 dB
2021-03-27 14:23:06	38.00 dB	ส้ม	แสม	Yes	TH-TH	F	6:933	46.20 dB	2	20.00 dB
2021-03-27 14:23:19	42.00 dB	歷史	律師	Yes	TA-TR	M	6:440	45.80 dB	2	20.00 dB
2021-03-27 14:23:48	37.50 dB	ส้ม	อม	Yes	TH-TH	M	6:280	44.70 dB	2	20.00 dB
2021-03-27 14:24:01	40.30 dB	เอด	เอด	Yes	TH-TH	F	6:829	46.60 dB	2	20.00 dB
2021-03-27 14:24:28	41.00 dB	貨車	火車	Yes	TA-TR	F	6:86	46.80 dB	2	20.00 dB
2021-03-27 14:24:41	44.80 dB	可以	刻意	Yes	TA-TR	F	6:104	49.00 dB	2	20.00 dB

Pos	Languages	Abbreviation	Gender	Abbreviation	Voice Name
1	Taiwan - Traditional	TA-TR	Female	F	Frances
2	Taiwan - Traditional	TA-TR	Male	M	Seraphin
3	Thailand - Thai	TH-TH	Female	F	Bunyarat
4	Thailand - Thai	TH-TH	Male	M	Teeraphat
5	Vietnam - Northern Accent	VI-NA	Female	F	Hoa

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