



SYNTHETIC TEST EXEMPLAR

NOT A CLIENT RECORD

INTELLIGENT-VERBATIM RECORD / ALL DETAILS FICTIONAL

TITLE

Investigation interview

LOCATION

Remote interview (fictional)

DATE

22 July 2026

PARTICIPANTS

PA / Priya Anand · Investigator

TR / Thomas Reed · Interviewee

NW / Naomi West · HR adviser

AG / Alex Green · Note taker

REFERENCE	INITIALS	MESSAGE CONTENT
001	PA	Please state your name, role and how long you have worked in the service team.
002	TR	My name is Thomas Reed. I am a senior service coordinator, and I have worked in the team for four years.
003	PA	Were you working on Monday 13 July?
004	TR	Yes. I started at 08:00 and was scheduled to finish at 16:00.
005	PA	What first drew your attention to order RM-418?
006	TR	At about 10:15, the dashboard showed it as urgent and unassigned. I opened the record to check the notes.
007	PA	What did the notes say?
008	TR	They said the customer had called twice about a delivery needed for a site inspection the next morning.
009	PA	What did you do after reading that?
010	TR	I messaged the allocations channel and asked whether anyone had contacted the supplier. I also called the supplier's main number.
011	PA	Did anyone respond in the allocations channel?
012	TR	Maya replied at 10:23 and said she had emailed the supplier but had not received an answer.
013	PA	Do you have a copy of that exchange?



SYNTHETIC TEST EXEMPLAR

NOT A CLIENT RECORD

INTELLIGENT-VERBATIM RECORD / ALL DETAILS FICTIONAL

REFERENCE	INITIALS	MESSAGE CONTENT
014	TR	Yes. It is included as attachment TR2.
015	PA	The call log records an outgoing call at 10:31 lasting 46 seconds. Is that the call you mentioned?
016	TR	Yes. The call went to voicemail, and I left my name and the order reference.
017	PA	Why was the order still shown as unassigned at 11:05?
018	TR	I believed Maya was continuing with it because she had already emailed. I did not change the owner field.
019	PA	Was that consistent with the team's escalation procedure?
020	TR	No. Looking back, I should have assigned it to myself or asked Maya to confirm ownership in the record.
021	NW	For clarity, which version of the escalation procedure are you referring to?
022	PA	The version dated 1 April 2026, document I4.
023	TR	That is the version I had read.
024	PA	Did workload or staffing affect your decision at the time?
025	TR	We had two people absent, but I would not say that prevented me from updating the owner field. It was an oversight.
026	PA	Is there anything else that would help explain the sequence?
027	TR	Only that I did not intend to leave the order unattended. I thought the channel message had made the handover clear, but I accept the record did not show that.
028	PA	Thank you. I will send you the draft transcript for factual corrections. Please identify any correction by the three-digit reference number.