

The making an appointment dialogue machine is performing well enough to serve its goal but there are quite a few limitations when comparing it to a human interaction of making an appointment.

First and foremost, the machine accepts mostly one-word answers or short answers because it is quite impossible to incorporate in the grammar all the possible creative sentences that a person could say. Furthermore, the machine doesn't have the capability to distinguish and classify the information if they were incorporated in a whole sentence (well I don't know how to do that, I know there are machines doing that nowadays). For example, if the person using the machine said I am meeting with Vlad instead of just saying Vlad the machine would go to say all the possible people the client can meet as it wouldn't be able to extract "Vlad" from the sentence. Thus, the machine isn't capable of handling over-answering and initiative. Moreover, the conversation does sound kind of unnatural because in normal human interaction the communication is usually not that direct.

In my effort, to make the conversation more natural I created some new states that share information with the user about who they can meet, what days and time slots are available and ask if they want to stop making the appointment in the case that they don't want to meet with the people available.

All in all, as a task-oriented dialogue system I think it meets the expectations of the user.