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### Document recommendation based on conversational log for real time assistance

#### Abstract

Techniques for document recommendation based on conversational log for real time assistance are described. A first machine learning module identifies key phrases of a conversational log in real time. The first machine learning module executes multiple machine learning models trained to determine a probability that a portion of a conversation includes a key phrase. A second machine learning module identifies assistance pertaining to the identified key phrases of the conversational log. The second machine learning module executes a machine learning model trained to identify semantic similarity and word matching features of embedding representations of the key phrases and a knowledge base of assistance. The assistance is provided to a user during a conversation in real time.

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## **Background/Summary**

### **BACKGROUND**

(1) Machine learning (ML) is the study of computer algorithms that can improve automatically through experience and by the use of data. ML algorithms build a model based on sample data, known as training data, in order to make predictions or decisions without being explicitly programmed to do so. ML algorithms are used in a wide variety of applications, such as in medicine, email filtering, speech recognition, and computer vision, where it is difficult or unfeasible to develop conventional algorithms to perform the needed tasks.

(2) Natural language processing (NLP) is an application for ML (and a subfield of artificial intelligence) concerned with the interactions between computers and human language, in particular how to program computers to process and analyze large amounts of natural language data. The goal is a computer capable of understanding the contents of documents, including the contextual nuances of the language within them. The technology can then accurately extract information and insights contained in the documents as well as categorize and organize the documents themselves.

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## **Description**

### **BRIEF DESCRIPTION OF DRAWINGS**

(1) Various examples in accordance with the present disclosure will be described with reference to the drawings, in which:

(2) FIG. 1 illustrates configuring an environment for detecting a user's needs and providing real time assistance, in accordance with one or more embodiments.

(3) FIG. 2 illustrates an example of labeled training data, in accordance with one or more embodiments.

(4) FIG. 3 illustrates an example of the model training system training machine learning models for use in a trigger module, in accordance with one or more embodiments.

(5) FIG. 4 illustrates an example of the model training system training machine learning models for use in the retrieval module, in accordance with one or more embodiments.

(6) FIG. 5 illustrates the environment of FIG. 1 during deployment (e.g., at run time), in accordance with one or more embodiments.

(7) FIG. 6 is a block diagram of a deployed trigger module, in accordance with one or more embodiments.

- (8) FIG. 7 is a block diagram of a deployed retrieval module, in accordance with one or more embodiments.
- (9) FIG. 8 illustrates an example of a fragment module, a domain adapted machine learning model, and a similarity module' operating on a single document and a single trigger utterance, in accordance with one or more embodiments.
- (10) FIG. 9 illustrates an example user interface displayed on the compute device, in accordance with one or more embodiments.
- (11) FIG. 10 illustrates an example user interface of the compute device, in accordance with one or more embodiments.
- (12) FIG. 11 is a flow diagram illustrating operations of a method for detecting a user's needs and providing real time assistance, in accordance with one or more embodiments.
- (13) FIG. 12 illustrates an example provider network, in accordance with one or more embodiments.
- (14) FIG. 13 is a block diagram of an example provider network that provides a storage service and a hardware virtualization service to customer, in accordance with one or more embodiments.
- (15) FIG. 14 is a block diagram illustrating an example computer system that can be used in some embodiments.

#### DETAILED DESCRIPTION

- (16) The present disclosure relates to methods, apparatus, systems, and non-transitory computer-readable storage media for document recommendation based on conversational logs for real time assistance. According to some embodiments, a contact center service providing contact center functionalities provides assistance to agents during conversations by intelligently determining when to recommend assistance and separately determining what assistance to provide. Embodiments described in the present disclosure apply domain-specific machine learning (ML) models to learn relevant portions of a conversation that trigger assistance and identify relevant assistance information (e.g., documents, articles, phone numbers, website addresses, physical addresses, contact information, etc.). Accurately triggering the need to provide assistance (e.g., when to provide assistance to an agent) and the identification of relevant assistance information (e.g., what assistance to provide to an agent) reduces computing resources required by a system and beneficially provides superior chat assistance in the form of relevant recommended subject matter at relevant time(s) in the conversation.
- (17) In particular, identifying relevant assistance at relevant times shortens a duration of a conversation, freeing up both computing resources (e.g., bandwidth, processing time, memory, power, etc.) and human resources (e.g., agents that can perform different tasks). For example, an agent (e.g., a first user) that is presented with relevant assistance at a relevant time during a voice conversation with a customer (e.g., a second user) can swiftly address the customer's needs and answer a next call (e.g., a conversation with a third user). In this manner, ML models are conservatively executed, reducing the expenditure of wasteful resources. Moreover, resources are conserved by swiftly addressing subsequent customers, resulting in reducing any resource required to manage a queue of customers.
- (18) Traditional systems, however, lack the capability to reliably identify portions of a conversation triggering assistance. In these systems, assistance may not be triggered enough, leaving an agent in need of assistance, or alternatively, too much assistance is provided, flooding the agent with irrelevant information. Thus, traditional systems are unable to provide timely and relevant assistance recommendations.
- (19) Further, such systems may utilize ML models (or other algorithms) but these models are excessively executed because naive contact center type systems (1) provide unnecessary assistance to an agent by providing assistance too often or not often enough and (2) provide unhelpful assistance by providing irrelevant assistance. Providing irrelevant/unnecessary assistance consumes wasteful computing resources such as bandwidth, power, etc. For example, an agent may request

additional assistance in response to receiving irrelevant assistance, resulting in the re-execution of one or more ML models. Moreover, providing irrelevant assistance consumes unnecessary computing resources by prolonging a conversation between users (e.g., a customer service agent and a customer). For example, it may take longer to end a conversation between users if one user is struggling to provide information to another user (e.g., the customer service agent is not assisted and does not have answers/information to provide to the customer). Prolonged conversations waste both computing resources and human resources as such resources are occupied until the conversation is over.

(20) FIG. 1 illustrates configuring an environment for detecting a user's needs and providing real time assistance, in accordance with one or more embodiments. The illustrated environment includes a provider network **100** hosting a set of services (e.g., a contact center service **180** such as Amazon Connect™) that allow for automatic detection of a user's needs (e.g., issue detection) and a recommendation of a solution in real-time. The environment also includes one or more storage services **116** and may include the use of a machine learning service (e.g., Amazon SageMaker™ providing a model hosting system **140** and/or model training system **120**). Each of the one or more storage services **116**, contact center service **180**, and/or machine learning service may be implemented via software, hardware, or a combination of both, and may be implemented in a distributed manner using multiple different computing devices.

(21) A provider network **100** (or, “cloud” provider network) provides users (e.g., agents and/or admins) with the ability to use one or more of a variety of types of computing-related resources such as compute resources (e.g., executing virtual machine (VM) instances and/or containers, executing batch jobs, executing code without provisioning servers), data/storage resources (e.g., object storage, block-level storage, data archival storage, databases and database tables, etc.), network-related resources (e.g., configuring virtual networks including groups of compute resources, content delivery networks (CDNs), Domain Name Service (DNS)), application resources (e.g., databases, application build/deployment services), access policies or roles, identity policies or roles, machine images, routers and other data processing resources, etc. These and other computing resources can be provided as services, such as a hardware virtualization service that can execute compute instances, a storage service that can store data objects, etc. The users (or “customers”) of provider networks **100**, indicated by user **118A** and user **118B** of organization **124**, can use one or more user accounts that are associated with a customer account, though these terms can be used somewhat interchangeably depending upon the context of use. Users (e.g., users **118A** and users **118B**) can interact with a provider network **100** across one or more intermediate networks **106** (e.g., the internet) via one or more interface(s) **104**, such as through use of application programming interface (API) calls, via a console implemented as a website or application, etc. An API refers to an interface and/or communication protocol between a client and a server, such that if the client makes a request in a predefined format, the client should receive a response in a specific format or initiate a defined action. In the cloud provider network context, APIs provide a gateway for customers to access cloud infrastructure by allowing customers to obtain data from or cause actions within the cloud provider network, enabling the development of applications that interact with resources and services hosted in the cloud provider network. APIs can also enable different services of the cloud provider network to exchange data with one another. The interface(s) **104** can be part of, or serve as a front-end to, a control plane of the provider network **100** that includes “backend” services supporting and enabling the services that can be more directly offered to customers.

(22) For example, a cloud provider network (or just “cloud”) typically refers to a large pool of accessible virtualized computing resources (such as compute, storage, and networking resources, applications, and services). A cloud can provide convenient, on-demand network access to a shared pool of configurable computing resources that can be programmatically provisioned and released in response to customer commands. These resources can be dynamically provisioned and

reconfigured to adjust to variable load. Cloud computing can thus be considered as both the applications delivered as services over a publicly accessible network (e.g., the Internet, a cellular communication network) and the hardware and software in cloud provider data centers that provide those services.

(23) A cloud provider network can be formed as a number of regions, where a region is a geographical area in which the cloud provider clusters data centers. Each region includes multiple (e.g., two or more) availability zones (AZs) connected to one another via a private high-speed network, for example a fiber communication connection. An AZ (also known as a “zone”) provides an isolated failure domain including one or more data center facilities with separate power, separate networking, and separate cooling from those in another AZ. A data center refers to a physical building or enclosure that houses and provides power and cooling to servers of the cloud provider network. Preferably, AZs within a region are positioned far enough away from one another so that a natural disaster (or other failure-inducing event) should not affect or take more than one AZ offline at the same time.

(24) Users can connect to an AZ of the cloud provider network via a publicly accessible network (e.g., the Internet, a cellular communication network), e.g., by way of a transit center (TC). TCs are the primary backbone locations linking users to the cloud provider network and can be collocated at other network provider facilities (e.g., Internet service providers (ISPs), telecommunications providers) and securely connected (e.g., via a VPN or direct connection) to the AZs. Each region can operate two or more TCs for redundancy. Regions are connected to a global network which includes private networking infrastructure (e.g., fiber connections controlled by the cloud provider) connecting each region to at least one other region. The cloud provider network can deliver content from points of presence (or “POPs”) outside of, but networked with, these regions by way of edge locations and regional edge cache servers. This compartmentalization and geographic distribution of computing hardware enables the cloud provider network to provide low-latency resource access to users on a global scale with a high degree of fault tolerance and stability.

(25) Generally, the traffic and operations of a provider network can broadly be subdivided into two categories: control plane operations carried over a logical control plane and data plane operations carried over a logical data plane. While the data plane represents the movement of user data through the distributed computing system, the control plane represents the movement of control signals through the distributed computing system. The control plane generally includes one or more control plane components distributed across and implemented by one or more control servers. Control plane traffic generally includes administrative operations, such as system configuration and management (e.g., resource placement, hardware capacity management, diagnostic monitoring, system state information). The data plane includes user resources that are implemented on the provider network (e.g., computing instances, containers, block storage volumes, databases, file storage). Data plane traffic generally includes non-administrative operations, such as transferring user data to and from the user resources. The control plane components are typically implemented on a separate set of servers from the data plane servers, and control plane traffic and data plane traffic can be sent over separate/distinct networks.

(26) To provide these and other computing resource services, provider networks **100** often rely upon virtualization techniques. For example, virtualization technologies can provide users the ability to control or use compute resources (e.g., a “compute instance,” such as a VM using a guest operating system (O/S) that operates using a hypervisor that might or might not further operate on top of an underlying host O/S, a container that might or might not operate in a VM, a compute instance that can execute on “bare metal” hardware without an underlying hypervisor), where one or multiple compute resources can be implemented using a single electronic device. Thus, a user can directly use a compute resource (e.g., provided by a hardware virtualization service) hosted by the provider network to perform a variety of computing tasks. Additionally, or alternatively, a user can indirectly use a compute resource by submitting code to be executed by the provider network

(e.g., via an on-demand code execution service), which in turn uses one or more compute resources to execute the code-typically without the user having any control of or knowledge of the underlying compute instance(s) involved.

(27) One type of service that a provider network may provide may be referred to as a “managed compute service” that executes code or provides computing resources for its users in a managed configuration. Examples of managed compute services include, for example, an on-demand code execution service, a hardware virtualization service, a container service, or the like. In various examples, a “serverless” function can include code provided by a user or other entity—such as the provider network itself—that can be executed on demand. Serverless functions can be maintained within the provider network by an on-demand code execution service and can be associated with a particular user or account or can be generally accessible to multiple users/accounts. A serverless function can be associated with a Uniform Resource Locator (URL), Uniform Resource Identifier (URI), or other reference, which can be used to invoke the serverless function. A serverless function can be executed by a compute resource, such as a virtual machine, container, etc., when triggered or invoked. In some examples, a serverless function can be invoked through an application programming interface (API) call or a specially formatted HyperText Transport Protocol (HTTP) request message. Accordingly, users can define serverless functions that can be executed on demand, without requiring the user to maintain dedicated infrastructure to execute the serverless function. Instead, the serverless functions can be executed on demand using resources maintained by the provider network **100**. In some examples, these resources can be maintained in a “ready” state (e.g., having a pre-initialized runtime environment configured to execute the serverless functions), allowing the serverless functions to be executed in near real-time.

(28) As described herein, the provider network **100** includes several services and systems that are used by a contact center service **180** to build, train, and deploy ML models that are executed to detect a user need (such as a customer service agent and/or a customer) and provide real time assistance. Generally, a contact center service **180** manages and executes computing resources to provide services used for a communication between multiple users, such as customers of an organization (e.g., user **118C**) and representatives of the organization (e.g., user **118B**, a customer service agent). For example, the contact center service **180** can implement an omnichannel cloud contact center that allows for the rapid creation of a virtual contact center that can be used by agents to communicate and engage with customers, record calls and/or generate chat transcripts, perform call monitoring and supervision, perform caller authentication, create and assign tasks to agents, implement custom flows that control how a communication occurs, provide “bot”-based chat agents, etc. For example, in some embodiments a contact center service **180** provides text-based and/or voice-based contact (e.g., telephony) between agents and customers, which may be configured based on agent and/or customer preferences, estimated wait times, etc. In some examples, the contact center service **180** can allow users (such as customer service agent **118B**) to assign tasks to themselves or other users of organization **124** (e.g., based on user-requested needs), and may integrate with other enterprise applications or cloud provider network services, such as by storing chat logs, recordings, or transcripts in a storage service, accessing a customer database to keep track of customer contacts, analyze usage data in an analytics service, or the like. In some embodiments, the contact center service **180** can provide personalized support. For example, the contact center service can provide a user interface to each user (such as a customer service agent), such as that illustrated in FIG. 9 and FIG. 10 described herein. In some examples, the contact center service **180** can provide assistance recommendations to users via the user interface, for example, to assist an agent in finding relevant information that may satisfy a customer's question.

(29) In some embodiments, a conversation manager **132** of the contact center service **180** manages and monitors resources used for communications between users (e.g., customer service agents and customers). The conversation manager **132** utilizes a trigger module **182** to identify a trigger (e.g., when a user needs assistance) and, when necessary, a retrieval module **184** to retrieve assistance



based on the user's needs. As described with reference to FIGS. 3, 4, 6 and 7, the trigger module **182** and retrieval module **184** each employ ML models (e.g., domain adapted ML models **162**) to perform different tasks. The trigger module **182** and retrieval module **184** use different base ML models **160** and/or train the base ML models **160** differently. The training and deployment of the trigger module **182** and retrieval module **184** is described herein.

(30) A transcription engine **134** of the contact center service **180** manages and executes services used for processing (e.g., reformatting, error correcting, etc.) a transcription (or other conversational log) of the communication between users (such as user **118B** and user **118C**, which may respectively be a customer service agent and a customer). A machine learning manager **138** of the contact center service **180** manages the training and deployment of ML models. As shown, the machine learning manager **138** calls a model training system **120** to manage and execute services used for training ML models. The machine learning manager **138** also calls a model hosting system **140** to manage and execute services used for executing ML models. In other embodiments, the machine learning manager **138** is configured to perform the services of the model training system **120** and/or the model hosting system **140**.

(31) As shown at circle (1), a user **118A** (such as an admin) operating a compute device **122** uploads a knowledge base **106** to the storage service **116**. A compute device **122** is any computing device such as a desktop, laptop or tablet computer, personal computer, wearable computer, server, personal digital assistant (PDA), hybrid PDA/mobile phone, mobile phone, electronic book reader, set-top box, voice command device, camera, digital media player, and the like. The user **118A** (e.g., an admin) uploading the knowledge base **106** is associated with organization **124**. For example, user **118A** may be an administrator of an enterprise (such as a corporation or other organization), and user **118B** may be an employee of the enterprise who acts as a customer support representative or agent of the enterprise. While only organization **124** is shown, it should be appreciated that the provider network **100** may communicate with multiple organizations **124** to service multiple enterprises.

(32) The knowledge base **106** stored in the storage service **116** can be a data structure or collection storing enterprise-specific data. For example, the knowledge base can include one or more of articles, guides, solutions manuals, common questions and answers, contact information (e.g., email addresses, telephone numbers), website addresses, physical addresses, templates (e.g., email templates, letter templates, memo templates, etc.) and the like associated with some aspect of the enterprise. For example, an enterprise producing widgets may upload (as part of the knowledge base **106**) a widget instruction manual.

(33) At circle (2A), a user **118** (e.g., an admin user **118A**) operating the compute device **122** uploads (or identifies) historic conversation data (e.g., conversation logs) between users of the organization **124** (e.g., customer service agent **118B**) and users of one or more third party networks **126** (e.g., customer **118C**). The uploaded conversation data **158** can be stored at a storage location provided by storage service **116**, and the user (such as admin user **118A**) may upload this data to the storage location or identify the storage location as holding the conversation data, such as when it has been generated or collected by other users (such as customer service agents **118B**) or systems. An example conversation, as shown at **110**, is between an agent (e.g., user **118B**) and a customer (e.g., user **118C**). This particular conversation is a communication between user **118B** and user **118C** with reference to some aspect of an enterprise (e.g., a widget, a service, etc.), and may have been initiated by the customer (user **118C**) initiating a telephone or online voice call to a number or endpoint associated with the contact center service **180**. Thereafter, the communication may be "routed" between the agent and customer's compute devices **122** through the contact center service **180** (and thus, via the provider network **100**), though in some examples a direct connection may also be used (e.g., directly between the compute devices **122** of the users **118B/118C**), whereby data of the conversation can be otherwise provided back to the contact center service **180**.

(34) A conversation (e.g., conversation **110**) is defined as an iterative interaction between at least

two users (e.g., customer service agent user **118B** and customer user **118C**). Although the conversation may occur between users using voice, text, gestures, etc., in this example the conversation data at circle (2A) is a transcript of the conversation. In some embodiments, the provider network **100** (or user **118B**) makes use of one or more ML systems or services, such as Amazon Connect Lens™ or Amazon Transcribe, to transcribe conversation data (e.g., audio and/or video data) into text data. For example, the agent user **118B** may upload audio data that is converted to a textual transcript by a transcription service. In other embodiments, the user **118A** (such as an admin) uploads a transcript of the conversation.

(35) In some implementations, the conversation data (e.g., transcript) is parsed. For example, the uploaded transcript can be parsed into “turns” of the iterative interaction. Each turn is an interaction of the conversation, such as block of speech communicated by one of the participants (e.g., user **118B** or user **118C**). In other implementations, the provider network **100** calls the transcription engine **134** of the contact center **180** to parse the transcript. At circle (3), the transcription engine **134** parses the conversation transcript into turns. In some embodiments, the transcription engine **134** is configured to identify participants using any suitable speaker recognition technique and partition successive text associated with the participant into a turn. Participants can be differentiated by the transcription engine **134** using identifiers such as “customer”, “agent”, IP addresses, telephone numbers, etc.

(36) The transcription engine **134** can be further configured to partition each turn. For example, each turn may be further parsed into sentences, words, and the like. For ease of description, a turn is described as being partitioned into an utterance, which is a string of text whose length is based on a sentence (or a complete thought). However, it should be appreciated that a turn may be partitioned into words, multiple sentences, or other portions of a conversation. Additionally or alternatively, an utterance may be defined as a single word or multiple sentences. The parsed transcript may be stored as conversation data **158** in the storage service **116** in addition to the original transcription. In some embodiments, the parsed transcript replaces the conversation data **158** stored in the storage service **116**.

(37) Additionally or alternatively, a user (e.g., user **118A**, acting as an administrator) uploads (or identifies) labeled training data **160** at circle (2B) using the compute device **122**. Labeled training data **160** is used to train one or more ML models, as described herein. The uploaded labeled training data **160** is stored in storage service **116**. Labeled training data **160** includes training data with associated input-output pairs. An input-output pair is an input with an associated known output (e.g., a labeled output). For example, an input of the training data is an utterance (or a turn, a sentence, or some other portion of a conversation). A labeled output of the training data includes a label associated with the training input (e.g., whether the training input is a key phrase of the conversation, otherwise referred to herein as a trigger utterance). Such labeled training data **160** may be based on parsed transcript data. FIG. 2 illustrates an example of training data **158** stored in storage services **116**.

(38) FIG. 2 illustrates an example of labeled training data, in accordance with one or more embodiments. As shown, by column **206**, the content of the training data has been partitioned into sentences, where each sentence is associated with a turn number in column **202**. The turn numbers can be used to identify the sentences communicated by a participant in a single turn. For example, turn “1” includes two sentences **216** spoken by the agent. The training inputs **230** are associated with a corresponding label (e.g., a labeled output). The labels can be intermediary labels, indicated in column **208** and/or binarized labels, indicated in column **210**.

(39) Training inputs **230** can include a turn number (indicated by column **202**), a participant ID (indicated by column **204**), and/or content (indicated by column **206**). Training inputs **230** can also include additional information such as a token ID (not shown), a turn number of the number of turns to be classified (not shown), a timestamp (not shown), a previous turn which serves as context (e.g., at least two rows such as rows indicated by **216**), and the like.

(40) In a non-limiting example, a training input to an ML model can include “[AGENT] Hi, thank you for calling. How can I help you? [September] [CUSTOMER] Hi, I'm having trouble with my widget. It doesn't seem to be doing widgety.” In the non-limiting example, two sentences are included in the first turn (indicated by **216**), and two sentences are included in the second turn (indicated by **226**). The first turn is prepended to the turn of interest (turn 2) separated by token [September]. Moreover, in the example, participant identifier tokens (e.g., [AGENT] and [CUSTOMER]) are prepended to each turn to indicate a speaker. In some implementations, a token-type ID (not shown) is added to a token to indicate whether the token belongs to the turn of interest or a previous turn/subsequent turn.

(41) The labeled outputs **208** and **210** (e.g., manually labeled by one or more users/administrators and/or determined by one or more ML services of the provider network **100**), identify whether the training input **230** includes a driver. A driver is an intent associated with a user (such as a customer and/or customer service agent). A driver can be identified at one or more points in a conversation in which a user benefits from assistance (or is seeking assistance). Drivers are identified by identifying content in a conversation that is associated with assistance (e.g., a trigger for assistance). Thus, drivers indicate a need for assistance, a type of assistance, and/or identify information pertaining to assistance. Drivers can also identify products (e.g., particular products, product lines, etc.) and/or services, and various actions, such as agent remediation actions.

(42) For instance, a driver identifies a particular widget at issue (e.g., a particular widget that a customer needs assistance with) and/or an action item associated with a user. For example, a user (such as a customer service agent or other agent) may communicate in a conversation that the user will follow up in an email, in which case, the phrase “follow up in an email” is a driver in the conversation. Alternatively, a user (such as an agent) may communicate in a conversation that the user will issue a refund, in which case the phrase “issue a refund” is a driver in the conversation. As described herein, the portion of the conversation including the driver is considered the “trigger” (e.g., trigger utterances, trigger sentences, trigger words, etc.) The conversation may include multiple drivers, and a driver of the conversation may be spoken by any speaker (e.g., a customer service agent, a customer, etc.) An utterance including a driver (e.g., an intent of a speaker such as a need for assistance, a type of assistance, a product, a remediation action, etc.) is considered a trigger utterance.

(43) An utterance is either a trigger utterance or not a trigger utterance. Accordingly, the labeled outputs at **210** are binarized labels. An utterance labeled with a “1” indicates (1) an issue/request that a user (such as a customer) is calling about, (2) a specific product and/or service, and/or (3) a description action that a user (such as a customer service agent) may take in remediation of a customer's issue/request. Utterances that are not trigger utterances are labeled with a “0.” For example, the utterance “Hi, thank you for calling” does not (1) indicate an issue/request, (2) indicate a specific product/service, or (3) describe an action that a user (such as a customer service agent) is taking in remediation of a request. Accordingly, the utterance is not a trigger utterance and is labeled with a “0.”

(44) In some embodiments, labeled training data **160** includes one or more intermediary labels, as shown in column **208**. As shown, an intermediary label “0” identifies utterances that are not trigger utterances. Intermediary label “1” identifies utterances that describe an issue/request that a user (such as a customer) is calling about. Intermediary label “2” identifies utterances that mention a specific product and/or service. Intermediary label “3” identifies utterances that describe an action that a user (such as a customer service agent) may take in remediation of a customer's issue/request. In response to receiving intermediary labels, the machine learning manager **138** (or other component of the contact center service **180** and/or provider network **100**) maps the intermediary labels into binarized labels. In the example, any intermediary label that is not “0” is mapped to “1” (as shown in column **210**), and any intermediary label that is mapped to “0” is kept as “0.”

(45) Referring back to FIG. 1, in some embodiments, the user **118A** (such as an admin) uploads

conversation data **158** at circle (2A) using the compute device **122**, and the provider network **100** makes use of one or more ML services, such as a labeling service like Amazon SageMaker Ground Truth™, to label the conversation data **158**. The labeled training data **160** is stored in storage service **116** at circle (2B). In yet other embodiments, the user **118A** (such as an admin) uploads conversation data **158** at circle (2A) using the compute device **122**, the transcription engine **134** parses one or more transcripts into utterances at circle (3), and one or more ML services such as Amazon SageMaker Ground Truth are used to label the parsed conversation data **158**. The labeled training data **160** is stored in storage service **116** at circle (2B).

(46) At circle (4), the user **118A** (such as an admin) using the compute device **122** issues one or more requests (e.g., API calls) to the machine learning manager **138** of the contact center service **180** that indicate the user's **118A** desire to train base ML models **121** into domain adapted ML models **162**. For example, the model training system **120** uses the enterprise specific data uploaded by an admin such as user **118A** (e.g., knowledge base **106** data, conversation data **158**, and/or labeled training data **160**) to tune the base ML models **121** to domain adapted ML models **162**. The request may include one or more of an identifier of a storage location storing the conversation data **158**, the labeled training data **160**, and/or the knowledge base **106**. The identifier of the storage location may identify a storage location (e.g., via a Uniform Resource Locator (URL), a bucket/folder identifier, etc.) within the provider network **100** (e.g., as offered by a storage service **116**). In some embodiments, the request includes the conversation data **158**, the labeled training data **160**, and/or the knowledge base **106**.

(47) Responsive to receipt of the request, the machine learning manager **138** of the contact center service **180** is invoked and begins operations for training the base ML models **121**. For example, at circle (5), the machine learning manager **138** calls the model training system **120** to train base ML models **121**, tuning the base ML models **121** into domain adapted ML models **162**. The model training system **120** may train different ML models differently depending on the use of the ML models. For example, ML models executed by the trigger module **182** are trained differently than the ML models executed by the retrieval module **184**.

(48) In operation, the model training system **120** trains base ML models **121** using a pre-train, domain adapt, and fine-tune paradigm for use in the trigger module **182** and the retrieval module **184**. In such a paradigm, the base ML models **121** are ML models trained on domain neutral data (e.g., any publicly available data) and subsequently trained on enterprise/domain specific data (e.g., knowledge base **106**, labeled training data **160**) to adapt the base ML model to a particular domain. Accordingly, the model training system **120** retrieves such enterprise specific data from the storage service **116** (e.g., the labeled training data **160**, assistance information from the knowledge base **106**). A domain may be defined as a general area (e.g., retail, medicine, etc.), or a specific enterprise (e.g., retail corporation A, retail corporation B, retail corporation C). Accordingly, the ML models may be executed in general areas or with respect to specific enterprises. The model training system **120** may be a service provided by the contact center service **180** or a different service provided by the provider network **100**.

(49) FIG. 3 illustrates an example of the model training system **120** training ML models for use in the trigger module **182** in accordance with one or more embodiments. In some embodiments, one or more base ML models **121** are trained from scratch in that base ML models **121** have not been pretrained. For example, the model training system **120** may train the base ML models **121** using a combination of domain specific data (e.g., labeled data **160** and/or knowledge base **106**) and general NLP datasets.

(50) In other embodiments, base ML models **121** are off-the-shelf models that have been pretrained. For example, base ML models **121** may be pre-trained transformer-based sentence encoder models trained to derive sentence embeddings by encoding a sequence of text as a sequence of token embeddings and performing mean pooling on the derived sentence embeddings. In an example implementation, base ML model **121A** is a Masked and Permuted Pre-training

network (MPNET) model, and base ML model **121B** is a ROBERTa model pre-trained to encode sequences via Deep Contrastive Learning for Unsupervised Textual Representations (DeCLUTR) model. ROBERTa stands for Robustly Optimized Bidirectional Encoder Representations from Transformers (BERT) pre-training Approach.

(51) BERT is an open-source machine learning framework for natural language processing (NLP). BERT is designed to help computers understand the meaning of ambiguous language in text by using surrounding text to establish context. BERT is based on Transformers, a deep learning model in which every output element is connected to every input element, and the weightings between them are dynamically calculated based upon their connection.

(52) ROBERTa models optimize the training of BERT architecture to reduce pre-training time. ROBERTa has similar architecture to BERT, but includes some design changes in its architecture and training procedure, including removing the Next Sentence Prediction (NSP) objective, training with bigger batch sizes and longer sequences, and dynamically changing the masking pattern. In an example implementation, base ML models **121A** and **121B** are 12-layer transformer encoders with hidden states in 768 dimensions. The ML models **121A** and **121B** map text to vectors in 768 dimensions.

(53) As shown at **302**, one or more ML models (e.g., base ML model **121A**, the MPNET model) may be domain adapted using contrastive learning. Contrastive learning is a mechanism of learning that utilizes self-supervised learning to minimize a distance (such as Euclidean distance) between similar samples in an embedding space and maximize a distance between dissimilar samples in the embedding space. Accordingly, an input sample (e.g., an anchor) is compared to a similar sample (resulting in a positive pair) and a dissimilar sample (resulting in a negative pair). Such pairs are called anchor-positive pairs and anchor-negative pairs respectively, and can be determined using unlabeled data (e.g., in a self-supervised manner). The base ML model **121A** learns features of utterances (or turns) that are associated with the meaning of the utterances (or turns) such that the base ML model **121A** is able to predict a relationship between pairs of utterances. Learning relationships between pairs of utterances provides useful information in deciding whether utterances (or turns) are trigger utterances.

(54) The model training system **120** determines anchor-positive pairs according to any suitable mechanism. For example, the model training system **120** may determine anchor-positive pairs using the conversational response selection (i.e., a next turn prediction). According to this method, anchor-positive pairs are constructed from successive turns in a conversation (e.g., a turn at time  $t$ , and a turn at time  $t+1$ ), successive utterances (e.g., an utterance with its immediately succeeding utterance), and the like. Using the conversational response selection method assumes that adjacent turns in a conversation result in related responses (e.g., a question and answer format). Thus, the base ML model **121A** is trained to associate turns (or utterances) with subsequent turns (or utterances). Accordingly, training the base ML model **121A** to predict the next turn results in the model encoding similar semantics. The base ML model **121A** determines anchor-negative pairs by randomly selecting utterances (or otherwise selecting such utterances/turns from a conversation).

(55) The model training system **120** may also determine anchor-positive pairs according to mutually reinforced pretraining. At each iteration of training, a machine learning model such as base ML model **121A** mines anchor-positive pairs from a document and reinforces the learning at that iteration by training using the mined pairs. According to this method, anchor-positive pairs are determined from a single document.

(56) The model training system **120** may also determine anchor-positive pairs according to any variation of mutually reinforced pretraining such as mutually reinforced pretraining with clustered documents. Before the base ML model **121A** mines anchor positive pairs, the base ML model **121A** (or other machine learning model/algorithm such as model training system **120**) performs any suitable natural language processing algorithm configured to analyze relationships across documents (e.g., latent semantic analysis, latent semantic indexing, etc.) In one implementation,

latent semantic analysis is performed to embed such documents and identify relationships of the documents (and the terms contained in the documents). The model training system **120** clusters the documents using connected components of a k-nearest neighbor graph. In some implementations, clustering the documents may result in a skewed distribution of cluster sizes (e.g., the hubness phenomenon, in which a small number of documents are nearest neighbors to a disproportionality large number of documents). In these implementations, the model training system **120** utilizes cross-domain similarity local scaling (CSLS), or any other variant, to establish a range for the nearest neighbors. Subsequently, the base ML model **121A** mines anchor-positive pairs from clusters of documents (as opposed to a single document). In this manner, the base ML model **121A** is able to mine an increased number of positive candidates for each anchor.

(57) The base ML model **121A** learns using one or more loss functions to push similar samples together in embedding space and pull dissimilar images away from each other in the embedding space. Such loss functions can include contrastive loss, triplet loss, lifted structure loss, N-pair loss, angular loss, divergence loss, and the like. In a particular example, the model training system **120** trains base ML model **121A** using InfoNCE loss, illustrated in Equation (1) below.

$$(58) \quad L(D) = E_{\{(a_i, p_i)\}_{i=1}^N} \sim D \left[ \frac{1}{N} \cdot \text{Math.} \cdot -\log \frac{\exp(\text{Math. } e(a_i), e(p_i) \cdot \text{Math.} / \tau)}{\sum_{j=1}^N \exp(\text{Math. } e(a_i), e(p_j) \cdot \text{Math.} / \tau)} \right] \quad (1)$$

(59) In Equation (1) above, e(Math.) refers to a (normalized) sentence encoding model. In some implementations, the sentence encoding model may not be normalized. In the present disclosure, the sentence encoding model is the pretrained sentence transformer MPNET model, or base ML model **121A**. The sentence embedding model embeds a sample (e.g., an utterance a.sub.i, p.sub.i, p.sub.j) into a shared embedding space. In Equation (1) above, <Math., Math.> refers to taking an inner product, and is a parameter that influences an output probability distribution. In particular, t is a non-negative real parameter, referred to as the “temperature,” which influences the probability distribution of Equation (1). Anchor-positive pairs (a.sub.i, p.sub.i) are sampled in batches of size N from dataset D. The InfoNCE loss uses in-batch negatives to minimize the negative log probability of matching an anchor with the corresponding positive sample. Minimizing the loss function encourages the base ML model **121A** to maximize the numerator while minimize the denominator.

(60) As shown at **304**, one or more ML models (e.g., base ML model **121B**, the DeCLUTR model) may be domain adapted using Transformer-based Sequential Denoising Auto-Encoders (TSDAE). TSDAE is a mechanism of learning that uses self-supervised learning to learn sentence representations. An auto-encoder structure consists of an encoder, which encodes an input sentence to embed it, and a decoder, which decodes the sentence to obtain the original input sentence. The autoencoder operates using the encoder and decoder, and compares a corrupted input sentence to the reconstructed input sentence, following encoding and subsequent decoding, to learn how to better encode the input sentence. Once the encoder is trained to encode a sentence into an accurate sentence representation (e.g., a sentence embedding, or a vector representation of the sentence), the encoder is deployed (e.g., in the trigger module and/or retrieval module) and the decoder is discarded. TSDAEs are a mechanism of learning how to recover an input given noise (or other corruptions) by injecting a known input with noise. Training the DeCLUTR model to encode utterances that are robust to noise is advantageous given that conversation data **158** may be noisy. For example, the transcription of conversation data **158** may include mispronounced words, absent words (e.g., the audio was not captured correctly, background noise abstracts words, etc.) grammatical errors, repeated words (stumbling) etc.

(61) The model training system **120** utilizes TSDAE by applying noise to clean conversation data (e.g., conversation data **158**). In some embodiments, the noise is deletion noise. The TSDAE learning method trains an encoder (e.g., base ML model **121B**/the DeCLUTR model) to encode sentence embeddings and then decode such sentence embeddings using the decoder. The encoder

learns to encode inputs (e.g., utterances) in such a fashion that is robust to noise.

(62) In some embodiments, masked language modeling (MLM) may be employed by the model training system **120** to domain adapt one or more ML models. However, MLM is limited in generating reliable sentence representations by the fact that MLM employs token-level training and not sentence level training. Accordingly, domain adapting an ML model using MLM results in sentence representations that are learned without understanding the context of the sentence. In some implementations, ML models trained using MLM are improved using labeled data (e.g., labeled sentence data) such that the sentence representations consider the context of the sentence.

(63) As described herein, the model training system **120** is configured to train the base ML models in a pre-train, domain adapt, and fine-tune paradigm. Fine tuning involves applying a classifier (e.g., a linear classifier, a multi-layer perceptron (MLP) layer) to the domain adapted ML models **162**. As shown at **306**, the domain adapted ML models **162A** and **162B** are fine tuned using supervised learning. In some implementations, a MLP layer is applied to the domain adapted ML models **162A** and **162B** with a hyperbolic tangent function as the activation function. The newly configured ML models are trained using supervised learning, to identify trigger utterances. With reference to the labeled training data **160** described in FIG. 2, the input used to train the domain adapted ML models **162A** and **162B** during supervised learning is training inputs **230**. The output of the domain adapted ML models **162A** and **162B** is a predicted probability of whether an utterance is (or includes) a trigger utterance.

(64) As discussed herein, the ability of the domain adapted ML models **162A** and **162B** to identify relationships in utterances (or pairs of utterances) provides the domain adapted ML models **162A** and **162B** information related to the content/context of the utterances. Accordingly, the domain adapted ML models **162A** and **162B** learn to identify trigger utterances. The classifier appended to each model classifies the utterance (a turn, a sentence, or some other portion of a conversation) as likely being (or otherwise including) a trigger utterance. In operation, the classifier determines a probability of the utterance (spoken, written or otherwise communicated by any user of the conversation such as a customer or a customer service agent) being (or otherwise including) a trigger utterance. If the probability of the utterance being a trigger utterance satisfies a threshold, then it is assumed that the utterance is (or otherwise includes) a trigger utterance.

(65) Fine tuning one or more ML models involves optimizing one or more hyper-parameters. Hyper parameters can include: a number of top-layers to reset, a number of MLP hidden layers, a MLP dropout parameter, whether or not to use a previous turn and previous utterance of the same turn as context, a batch size, a learning rate, a classification threshold, and the like.

(66) The ML models are fine tuned by optimizing a loss function such as a cross entropy function. Using this loss function, the model training system **120** trains the domain adapted ML models **162A** and **162B** to minimize the cross-entropy between the output probabilities determined by a ML model (e.g., ML model **162A** and **162B** respectively) and the ground truth probabilities (e.g., the binarized labels **210**, as described in FIG. 2).

(67) Each of the fine-tuned domain adapted ML models **162** are stacked to create a dual encoder stacked ensemble model **308**. The domain adapted ML model **162A** and **162B** each capture complimentary information for the dual encoder stacked ensemble model **308**. For example, the fine-tuned domain adapted MPNET and DeCLUTR models (e.g., domain adapted ML model **162A** and **162B** respectively) are executed to identify trigger utterances and robustly embed sentences respectively.

(68) As shown at **306**, the dual encoder stacked ensemble **308** is fine-tuned using supervised learning. As described herein, fine tuning involves applying a classifier (e.g., a linear classifier, a multi-layer perceptron (MLP) layer) to the dual encoder stacked ensemble **308**. In operation, the classifier stacked on each individual fine-tuned domain adapted ML model is discarded, and a classifier is added to the output of the dual encoder stacked ensemble **308**. That is, the output of each of the domain adapted ML models is concatenated and fed to a classifier of the dual encoder

stacked ensemble **308**. With reference to the labeled training data **160** described in FIG. 2, the input used to train the dual encoder stacked ensemble **308** during supervised learning is training inputs **230**. The output of the dual encoder stacked ensemble **308** is a predicted probability of whether an utterance is a trigger utterance).

(69) The model training system **120** compares the determined probability to a threshold to determine whether the utterance is a trigger utterance. The threshold may be user defined (e.g., by an admin user **118A** and/or agent user **118B**), or may be a hyper-parameter optimized during fine tuning of the ML model.

(70) FIG. 4 illustrates an example of the model training system **120** training ML models for use in the retrieval module **184**, in accordance with one or more embodiments. In some embodiments, one or more base ML models **121** are trained from scratch in that base ML models **121** have not been pretrained. For example, the model training system **120** may train the base ML models **121** using a combination of domain specific data (e.g., labeled data **160** and/or knowledge base **106**) and general NLP datasets. In other embodiments, ML models **121** are off-the-shelf models that have been pretrained.

(71) As shown, the model training system **120** trains a single base ML model **121C** as a domain adapted ML model **162C** configured to perform the multiple tasks of the retrieval module **184**. In other implementations, the model training system **120** trains multiple ML models to perform the multiple tasks of the retrieval module **184**.

(72) As described herein, the retrieval module **184** is configured to perform at least two tasks to identify and retrieve relevant assistance information. Multitask learning is when a single ML model is trained to perform multiple tasks. Multitask learning may beneficially prevent the single ML model from being overfitted to each task. A model that is trained using multitask learning includes one or more shared “backbone” layers and “heads” dedicated to perform a specific task. Each head includes the layers of a machine learning model required to perform/learn the specific task associated with that head. That is, each head may utilize a unique loss function to train the particular head to perform a task. Multitask learning improves efficiency as each head receives the same set of features (or other information) determined from the shared portion of the ML model. That is, for a two-headed model, the features received by each head are computed once (e.g., by the shared backbone) instead of twice if each head of the model was its own machine learning model. This efficient sharing is useful in cases where the multitask model learns related tasks. However, sometimes as a performance of one head (a first task) improves, a performance of a different head (a second task) degrades. This results from one or more heads optimizing their task, and negatively affecting the tasks of additional heads (e.g., negative transfer, competition).

(73) FIG. 4 illustrates a multi-headed architecture of the domain adapted ML model **162C** used in the retrieval module **184**. To prevent negative transfer or other conflict between the heads of the machine learning model (e.g., the two self-supervised tasks), each head creates a task-specific embedding space (e.g., embedding space **414** and embedding space **416**) mapped from the shared, general embedding space **412**. The loss associated with each task is restricted to the task-specific embedding space to prevent performance competition between the heads.

(74) The shared backbone of the multitask learning model (e.g., the base ML model **121C**) is shown as layers **402**. The information determined from these layers **402** is shared to both heads **404** and **406**. The shared backbone may be any one or more layers, including a BERT model (or other sentence encoder). For example, the BERT base ML model **121C** includes one or more layers of a transformer encoder and one or more pooling layers. As described herein, the base ML model **121C** is pretrained on domain-neural data to encode an input text into a general embedding space **412** that is shared by the heads **404** and **406**. Each head **404** and **406** are task-specific heads consisting of task-specific layers and task-specific loss. Competition is mitigated between heads **404** and **406** because each task-specific head **404** and **406** can learn task-specific embeddings (represented by embedding space **414** and **416** respectively) without directly competing with each other in the



shared embedding space (represented by embedding space **412**).

(75) As described, each of the heads **404** and **406** are trained to perform a specific task. In some embodiments, the heads **404** and **406** are trained using the same training framework. In other embodiments, each head **404** and **406** is trained according to a unique training framework. For example, head **404** is trained using contrastive learning to learn semantic relatedness, and head **406** is trained using TSDAE to learn a term overlap and enhance robustness to errors.

(76) As described herein, the contrastive learning training framework used to train head **404** involves one or more loss functions to push similar samples together in task-specific embedding space **414** and pull dissimilar images away from each other in the task-specific embedding space **414**. Accordingly, an input sample (e.g., an anchor) is compared to a similar sample (resulting in a positive pair) and a dissimilar sample (resulting in a negative pair). The model training system **120** determines positive pairs according to any suitable mechanism. In the present embodiment, it should be appreciated that sentence embeddings received by the base ML model **121C** originate from very different domains (e.g., conversations in real time between two users vs assistance information originating from a knowledge base). As such, the model training system **120** beneficially trains head **404** using a variety of positive pairs. For example, positive pairs are extracted from both conversations and assistance information.

(77) For example, the model training system **120** may determine positive pairs using next turn prediction to extract positive pairs from conversation data **158** (or labeled training data **160**), as described herein. To extract positive pairs from conversation data **158**, the model training system **120** may randomly sample an anchor turn (or utterance), and the next/subsequent turn (or utterance) is determined to be the positive pair. The conversational response selection technique assumes that adjacent turns in a conversation result in related responses (e.g., a question and answer format). Accordingly, training the base ML model **121C** to predict the next turn results in the base ML model **121C** encoding similar semantics. In this manner, the model training system **120** generates pairs from a conversation.

(78) The model training system **120** may also determine positive pairs according to independent random cropping, to extract positive pairs from information received from knowledge base **106** (e.g., a document). For example, the model training system **120** determines anchor-positive pairs from a single document (or other text from a knowledge base) by partitioning the document into sections and sampling text from the same section of the document. The sampled text may be one or more sentences, words, paragraphs, and the like. Independent random cropping assumes that text from the same section is semantically similar. In this manner, the model training system **120** generates pairs from a knowledge base.

(79) The training system **120** utilizes a loss function with in-batch negatives and a multi-negative ranking loss objective to train the base ML model **162C**. In a particular example, the model training system **120** trains base ML model **121C** using the same loss described in Equation (1) above. However, the sentence encoding model is BERT instead of MPNET. The loss function results in a high similarity of positive pairs, and a low similarity of negative pairs.

(80) As described herein, the TSDAE training framework used to train head **406** includes an encoder and decoder to train the encoder to encode an input using unlabeled data. The TSDAE loss is determined by comparing a corrupted input sentence to the reconstructed input sentence, following encoding and subsequent decoding, to learn how to better encode the input sentence. Mathematically, the TSDAE loss is illustrated in Equation (2) below:

$$L(\theta) = E_{\tilde{x} \sim D} [-\log P_{\theta}(\tilde{x} | x)] \quad (2)$$

(81) In Equation (2) above,  $D$  is the training data,  $x$  is an input sampled from  $D$ ,  $\tilde{x}$  is the corrupted input, and  $\theta$  are the model parameters for both the shared backbone **402** and the task-specific head **406**. Training the head **406** using the TSDAE framework allows the base ML model **121C** to learn to encode features of a corrupted input that support decoding the clean input. In this manner, the training head **406** learns to encode representations that are robust to errors. Moreover, the overlap

between the corrupted input and the original input allows the head **406** to learn overlap between inputs. In this manner, the training head **406** learns to identify overlapped terms (e.g., word matching).

(82) In operation, multitask learning is implemented by creating at least two datasets for both the contrastive learning framework (e.g., head **404**) and the TSDAE framework (e.g., head **406**). A first dataset for each head is that of a communication (e.g., chat transcriptions). The communication (e.g., an utterance derived from a chat transcript) is corrupted by adding deletion noise (or other noise). A second dataset for each head is that of information from a knowledge base (e.g., articles, contact information, documents, etc.). In some embodiments, the fragment module **722** described with reference to FIG. 7, partitions information from the knowledge base into fragments. For example, the fragment module, as described herein, breaks down a document retrieved from a knowledge base into sections (e.g., paragraphs), and each section is further partitioned into fragments using a window of size  $W_{sub.d}$ , and a stride of size  $S_{sub.d}$ .

(83) During training, at each step a task is chosen, either by random sampling or deterministically. Once a head is chosen, the dataset associated with that head is fed to the ML model and the loss associated with that head updates the domain adapted ML model **162C**.

(84) In some embodiments, the domain adapted ML model **162C** is fine tuned. The domain adapted ML model **162C** may be fine-tuned using labeled training data associating trigger utterances to assistance information. Additionally or alternatively, the domain adapted ML model **162C** is fine-tuned using one or more public datasets (e.g., Semantic Textual Similarity (STS), Stanford Natural Language Inference (SNLI), and Multi-Genre Natural Language Inference (MultiNLI)). Fine-tuning the domain adapted ML model **162C** using public datasets may improve the embedding representation determined by the domain adapted ML model **162C**.

(85) The labeled data associated with the public datasets may be in various forms. For example, given a pair of sentences using the STS dataset, the similarity of the pair of sentences is a score between 0-5. In contrast, given a pair of sentences using the SNLI dataset, the similarity of the pair of sentences is identified based on whether a premise sentence entails a hypothesis sentence, whether the premise sentence contradicts the hypothesis, and/or whether the premise sentence is neutral with respect to the hypothesis. Accordingly, fine tuning the domain adapted ML model **162** using data labeled in different forms requires determining a specific loss function for each form of labeled data. Further, the model training system **120** trains the domain adapted ML model **162** using the loss function associated with the labeled data. For example, for the STS dataset, the domain adapted ML model **162** is fine-tuned using the mean square error loss function. In contrast, for the SNLI dataset (and/or the MultiNLI dataset), the domain adapted ML model **162** is fine-tuned using the multiple negative ranking loss function.

(86) Referring back to FIG. 1, the domain adapted ML models **162** of the trigger module **182** and the retrieval module **184** are stored in the storage service **116** at circle (6). At circle (7), the machine learning manager **138** of the contact center service **180** is invoked to prepare the domain adapted ML models **162** for deployment. At circle (8), the machine learning manager **138** calls the model hosting system **140** to host the domain adapted ML models **162**. In the call to the model hosting system **140**, the machine learning manager **138** may include an identifier of a storage location of the domain adapted ML models **162** in storage service **116**.

(87) In some embodiments, the model hosting system **140** executes one or more domain adapted ML models **162**. For example, the model hosting system **140** expends the resources to execute such domain adapted ML models **162**. The model hosting system **140** may be a service provided by the contact center service **180** or a different service provided by the provider network **100**. Although one model hosting system **140** is shown, multiple model hosting systems **140** may be called to host domain adapted ML models **162**. For example, a first model hosting system **140** may be called to host a first domain adapted ML model **162**, and a second model hosting system **140** may be called to host a second domain adapted ML model **162**.

(88) In other embodiments, one or more services of the contact center service **180** execute the domain adapted ML models **162**. For example, at circle (9), the retrieval module **184** of the conversation manager **132** is executed to encode knowledge base data **106**. Executing the retrieval module **184** on knowledge base **106** prior to run time (e.g., at a time when two users are actively engaged in a communication in real time) is considered precomputing the knowledge base embeddings.

(89) Precomputing the knowledge base embeddings advantageously reduces latency associated with identifying relevant assistant information during a real time conversation between two users (e.g., user **118C** (customers, students, employees) and user **118C** (agents, government officials, employees)). In other embodiments, all (or a portion) of the knowledge base data is embedded during the real time conversation between user **118B** and user **118C**, or at a different predetermined time.

(90) The predetermined time may be defined according to received instructions from a user (such as an admin) associated with organization **124**. For example, an admin may determine that the predetermined time is monthly. The predetermined time may also be a standard time across the provider network **100**. For example, the provider network **100** may instruct the retrieval model **184** to retrieve knowledge base data **160** bi-annually. In some embodiments, the predetermined time is every day during a time of day in which there is low computing traffic (e.g., between 4:00 am-5:00 am). The retrieval module **184** stores the precomputed embeddings of the knowledge base **136** (e.g., precomputed encoded assistance information) in storage service **116** at circle (10) until run time.

(91) FIG. 5 illustrates the environment of FIG. 1 during deployment (e.g., at run time), in accordance with one or more embodiments. A user (such as a customer) operating a compute device initiates a communication with another user operating another compute device (such as an agent). For example, user **118C** operating a compute device **122** of the third-party network (e.g., a personal network) initiates communication with a user (e.g., user **118B**) operating compute device **122** of the organization **124**. The communication between users may occur using voice (e.g., telephone call, VOIP), text (e.g., web-based chat, application-based chat), gestures (e.g., video feed via VoIP), and the like. The communication is a conversation between users (e.g., customers and agents) with reference to an aspect of a user of the provider network **100**. For example, the user **118B** of the provider network **100** may be an agent of a manufacturer that manufactures widgets, and the conversation is related to the manufactured widgets.

(92) In some embodiments, when the user **118C** (such as a customer) initiates the communication with user **118B** (such as an agent), the organization **124** redirects the communication to the provider network **100**. In other embodiments, the organization **100** passes (or forwards) the communication to the contact center service **180** of the provider network **100**. In yet other embodiments, the contact center service **180** of the provider network is configured to receive the initiated communication at circle (1A). Subsequently, the contact center service **180** notifies a user (such as agent user **118B**) of the organization **124** via compute device **122**. A user **118B** operating compute device **122** then connects to the contact center service **180** at circle (1B). In this manner, the contact center service **180** receives communication data in real time.

(93) The transcription engine **134** of the contact center service **180** at circle (2) receives the communication data and performs one or more services used for processing. For example, the transcription engine **134** (or other service of the provider network **100**) may translate languages, perform automatic speech recognition, correct errors in the communication (e.g., misspellings, mispronunciations, grammatical errors, repeated words (stumbling) etc.) using any conventional one or more algorithms. For example, if the conversation between user **118C** (e.g., a customer) and user **118B** (e.g., an agent) is a telephone call, the transcription engine **134** executes one or more automatic speech recognition algorithms to reformat the audio data into text data (e.g., a transcript of the conversation, a conversational log). Additionally or alternatively, the transcription engine

**134** parses the transcript. The transcript may be partitioned into turns, sentences, words, or any other portion of a conversation.

(94) Partitioning the conversation into smaller blocks of text increases the speed in which the conversation manager **132** processes the text. For example, if the conversation manager **132** receives utterances of the conversation as the utterance is communicated, the conversation manager **132** may identify a need for assistance (e.g., a driver) in the utterance. In contrast, if the conversation manager **132** receives the conversation data at the end of a turn (e.g., after a speaker has finished speaking), the identification of the need for assistance is delayed. Accordingly, waiting for the completion of one speaker in the conversation injects latency into the processing performed by the conversation manager **132**. Splitting turns into individual sentences decreases the likelihood of latency issues associated with triggering assistance on full turns. In operation, the transcription manager **134** applies a tokenizer to turn-level data, and aggregates sentences in real time as the turn progresses. In other embodiments, the transcription engine **134** passes raw conversation data to the conversation manager **132**.

(95) At circle (3), the trigger module **182** of the conversation manager **132** is configured to receive the conversation data (e.g., raw conversation data, turns of the conversation, utterances of the conversation, and the like). For ease of description, the trigger module **182** is described as receiving an utterance, however it should be appreciated that the trigger module **182** may receive any portion of the conversation data. The utterance is any speaker utterance including a customer utterance and/or a customer service agent utterance, for instance.

(96) The trigger module **182** is configured to evaluate the received utterance(s) and determine whether the utterance(s) trigger assistance. The trigger module **182** provides real time assistance to a user (such as a customer service agent) by identifying trigger utterances in a conversation. Identifying trigger utterances means identifying a speaker intent (e.g., a speaker's need for assistance, a type of assistance, information pertaining to assistance, a product/service, and/or an action). As described herein, the trigger module **182** identifies trigger utterances responsive to identifying a particular widget at issue (e.g., a particular widget that a customer needs assistance with). In another example, the trigger module **182** identifies trigger utterances responsive to identifying an action item associated with a user (such as a customer service agent). For instance, a customer service agent may communicate in a conversation that the customer service agent will follow up in an email, in which case the phrase "follow up in an email" is a driver that indicates that the utterance is a trigger utterance. The trigger module **182** may identify a trigger utterance at one or more points in a conversation in which a user seeks assistance. For example, a customer may seek assistance if the customer mentions a particular product line. The assistance may include a user manual associated with the particular product line. Moreover, an agent may seek assistance if the agent mentions that they will perform a remediation action. The assistance may include a template email or a refund form.

(97) As described herein, a trigger module **182** that triggers assistance too frequently floods a user (such as an agent) with information, decreasing the effectiveness of the assistance. That is, the trigger module **182** is detecting too many trigger utterances. In contrast, a trigger module **182** that triggers assistance too infrequently does not provide a user (such as an agent) with assistance when the user needs help. That is, the trigger module **182** is not detecting enough trigger utterances.

(98) In operation, the trigger module **182** encodes the received utterances (e.g., from the transcription engine **134**) into high-dimensional continuous space (as vectors), which are subsequently fed to a classifier. As described herein, the text is embedded via fine-tuned domain adapted ML models **162**. The trigger module **182** makes a binary determination (e.g., the utterance is a trigger utterance, or the utterance is not a trigger utterance) based on one or more received utterances.

(99) FIG. 6 is a block diagram of a deployed trigger module **182**, in accordance with one or more embodiments. The trigger module **182** includes the dual encoder stacked ensemble **308**, described

with reference to FIG. 3, trained to determine a probability that a conversation input includes a trigger utterance. The trigger module **182** may also include a key phrase extractor (KPE) **604** and a comparator module **606**. However, it should be appreciated that such modules (e.g., KPE **604** and comparator module **606**) may be implemented by the model hosting system **140**, the provider network **100**, or some other service. As shown, the trigger module **182** is configured to receive conversation data **602**. For ease of description, the conversation data **602** is described as an utterance, but it should be appreciated that the conversation data **602** may be a turn, a sentence, or some other portion of a conversation.

(100) As described herein, the dual encoder stacked ensemble **308** is the machine learning model including both the MPNET ML model trained on enterprise-specific data (e.g., labeled training data **160** and/or conversation data **158**) using contrastive learning, and the DeCLUSTR model trained on enterprise-specific data using TSDAE. The dual encoder stacked ensemble **308** is trained to learn to predict trigger utterances and embed sentences using each of the ML models of the dual encoder stacked ensemble. The output of the dual encoder stacked ensemble **308** is a probability that the conversation data **602** includes a trigger utterance.

(101) Providing one or more trained ML models (e.g., the dual encoder stacked ensemble **308** of the trigger module **182**, the domain adapted ML model **162C** of the retrieval module **184**) with too much information (irrelevant information) may reduce the performance of the ML models. In some implementations, Key Sentence Extractor (or Key Phrase Extractor) KPE **604** is employed to extract relevant information from the conversation data **602**.

(102) The KPE **604** reduces the size of the conversation data **602** processed by the dual encoder stacked ensemble **308** by partitioning the conversation data **602** into one or more candidates using any suitable mechanism. A candidate is a sentence, a fragment of a sentence, one or more utterances, and the like, partitioned from the conversation data **602**. In some embodiments, KPE **604** is a machine learning model trained to identify key phrases/fragments of the conversation data **602** (e.g., candidates). For example, KPE **604** may be trained using supervised learning if the model training system **120** is provided with training inputs (e.g., turns in a conversation) and corresponding labeled data (e.g., key information extracted from the turn input). The KPE **604** learns to identify the key phrases of the conversation data **602** and passes such data to the dual encoder stacked ensemble **308**. In other embodiments, KPE **604** uses a sentence parser, a sentence tokenizer, and the like, to parse candidates of conversation data **602**. For example, KPE **604** partitions a multi-sentence utterance (e.g., conversation data **602**) into multiple sentences.

(103) In some embodiments, the KPE **604** partitions the conversation data **602** using a window and stride. A window defines a number of sentences (or words or the like) that are included in a candidate, and a stride defines a number of sentences (or words or the like) that are skipped between consecutive candidates. In some embodiments, the window may be a predetermined window size  $W_{sub.d}$ , and the stride may be a predetermined stride size  $S_{sub.d}$ . In other embodiments, the window and stride are hyper-parameters that are optimized during training.

(104) The KPE **604** passes as a batch, the one or more candidates derived from the conversation data **602** and the conversation data **602** (e.g., the multi-sentence utterance), to the dual encoder stacked ensemble **308** such that the ensemble model determines a probability of a trigger utterance in the batch input.

(105) In some embodiments, KPE **604** is not executed because the conversation data **602** is a sufficient size for the dual encoder stacked ensemble **308**. A sufficient size of conversation data **602** for the dual encoder stacked ensemble **308** may be a predetermined number of bytes, bits, characters, words, and the like. For example, the conversation data **602** may be received by the trigger module **184** as a single sentence. In these embodiments, the conversation data **602** is fed directly to the dual encoder stacked ensemble **308** such that the ensemble ML model determines a probability that the conversation data **602** includes a trigger utterance.

(106) In a non-limiting example, an utterance (e.g., conversation data **602**) including four

candidates (e.g., candidate sentences) is passed to KPE **604**. The KPE **604** may determine the conversation data **602** (e.g., the multi-sentence utterance) is not a sufficient size for the dual encoder stacked ensemble **308**. For example, the multi-sentence utterance is not a sufficient size because the utterance includes too many sentences. Accordingly, the KPE **604** partitions the multi-sentence utterance into four sentences. Subsequently, the KPE **604** passes a batch including each of the parsed four candidate sentences and the multi-sentence utterance to the dual encoder stacked ensemble **308**. As such, the ensemble model receives a total of five inputs in one batch. The dual encoder stacked ensemble **308** operates on the batch input, determining a probability that each of the four candidate sentences and the conversation data **602** (e.g., multi-sentence utterance) include a trigger utterance. Accordingly, the dual encoder stacked ensemble **308** determines a batch output. The batch output is a probability that each of the four sentences are (or include) trigger utterances, and a probability that the conversation data **602** includes a trigger utterance. The dual encoder stacked ensemble **308** passes the one or more probabilities to the comparator module **606**.

(107) The comparator module **606** is configured to compare the one or more probabilities that an utterance (or candidate) includes a trigger utterance to a trigger threshold. In some scenarios, the comparator module **606** receives one probability. For example, the dual encoder stacked ensemble **308** outputs a single probability associated with conversation data **602** because the conversation data **602** is a single sentence, for instance). In these scenarios, the comparator module **606** compares the probability to the trigger threshold. If the probability satisfies the trigger threshold (i.e., meets or exceeds a threshold probability value), then the conversation data **602** is passed to the retrieval module **184** at **610**. In other words, if the probability that the conversation data **602** (such as an utterance) satisfies a threshold, then the utterance is considered a trigger utterance. As such, the utterance is passed to the retrieval module **184** to identify assistance information pertaining to the trigger utterance.

(108) On the other hand, if the probability of the conversation data **602** determined by the dual encoder stacked ensemble **308** does not satisfy the trigger threshold, then the conversation data **602** is not passed to the retrieval module **184**. The conversation data **602** is discarded at **608**. In other words, if the probability that the conversation data **602** determined by the dual encoder stacked ensemble **308** does not satisfy the trigger threshold, then the utterance is likely not a trigger utterance.

(109) In other scenarios, the comparator module **606** receives multiple probabilities. For example, the dual encoder stacked ensemble **308** outputs a batch including multiple probabilities associated with each candidate of the conversation data **602** and the conversation data **602** as a whole. In these scenarios, the comparator module **606** first compares the probability of the conversation data **602** to the trigger threshold. That is, the comparator module **606** does not compare the probabilities of each of the candidate sentences to the trigger threshold. If the probability of the conversation data **602** determined by the dual encoder stacked ensemble **308** satisfies the trigger threshold, then the comparator module **606** compares the probabilities of each of the candidates to each of the other candidates. The comparator module **606** selects a candidate to pass to the retrieval module **184** at **610** based on a highest probability associated with each of the candidate sentences (or a lowest probability). The other candidates that are not selected may be discarded. If multiple candidates receive the same probability from the dual encoder stacked ensemble **308**, then the comparator module **606** concatenates each of the candidates and passes the concatenated candidates to the retrieval module **184**. On the other hand, if the probability of the conversation data **602** does not satisfy the trigger threshold, then the comparator module **606** does not compare the probability of each of the candidates to each of the other candidates. In this scenario, the comparator module **606** discards the conversation data and each of the candidates at **608**.

(110) The trigger threshold is a user-configured parameter that adjusts a frequency of assistance provided to a user (such as an agent). In some implementations, the user-configured parameter is configured by an administrator. In other implementations, the user-configured parameter is

configured by an agent. In some embodiments, the trigger threshold is set to a default value of 0.5 (or 50%). In one example implementation, if the trigger threshold is adjusted to be higher than 50%, then the user (such as an agent) will receive less assistance. That is, fewer utterances will satisfy the higher trigger threshold, resulting in fewer utterances being identified as trigger utterances. In contrast, if the trigger threshold is adjusted to be less than 50%, then the user (such as an agent) will receive more assistance. That is, more utterances will satisfy the relaxed trigger threshold, resulting in more utterances being identified as trigger utterances.

(111) Referring back to FIG. 5, at circle (4), the retrieval module **184** receives the conversation data (or a portion of the conversation data such as a candidate) from the trigger module **182**.

(112) As described herein, the trigger module **182** is configured to identify trigger utterances (or other portions of the conversation data) where the trigger indicates that the utterance (or other portion of the conversation data) is likely a trigger utterance. In operation, the trigger module **182** acts as a filter, providing only certain utterances to the retrieval module **184**. By restricting the utterances passed to the retrieval module **184**, the trigger module **182** manages the assistance provided to the user (such as the agent). In this manner, the user is not flooded with assistance information, making the assistance information unhelpful.

(113) The retrieval module **184** is configured to receive an input (e.g., an utterance or other portion of a conversation) and provide assistance information. Examples of assistance information includes documents, articles, phone numbers, website addresses, physical addresses, contact information, template emails, refund forms, (or other documents), etc. that are highly relevant to a trigger utterance in the input. In a non-limiting example, responsive to receiving an utterance identifying a specific product, the corresponding assistance information includes an instruction manual for the specific product.

(114) The assistance information is retrieved from an enterprise specific knowledge pool (e.g., knowledge base **106**). At circle (5), the retrieval module **184** receives the precomputed embedded knowledge base data **136** to obtain embedded assistance information. In other implementations, the retrieval module **184** receives the knowledge base data **106** and encodes one or more portions of the knowledge base to determine embedded assistance information.

(115) In operation, the retrieval module **184** encodes an input (e.g., a trigger utterance), encodes assistance information, and estimates a relevance using a similarity measure between the embedded input and embedded assistance information. As described herein, the assistance information may be embedded at a predetermined time to reduce latency associated with identifying relevant assistance information in real time (e.g., during an ongoing conversation between the two users such as customers/students/employees and agents/employees/government officials). The retrieval module **184** learns utterance representations (e.g., embedded utterances) that not only encode the syntactic and semantic information, but are also robust. A robust utterance representation is a representation in light of speech recognition errors (e.g., a word incorrectly identified because of an incorrect pronunciation during transcription, a word incorrectly identified because of a misspelling) noise, and the like.

(116) As discussed herein, the retrieval module **184** is configured to perform at least two tasks to identify (and retrieve) relevant assistance information. First, the retrieval module **184** is configured to match tokens in an input (e.g., an utterance, a sentence, a turn, etc.) to tokens in assistance information. By matching (e.g., overlapping) words (or phrases) in an utterance with assistance information, there is a high likelihood that the assistance information is related to the utterance. Second, the retrieval module **184** is configured to identify semantically related tokens (or words/phrases). By identifying words (or phrases) in an utterance that are semantically related to words (or phrases) in assistance information, there is a high likelihood that the assistance information is related to the utterance.

(117) As discussed with reference to FIG. 4, a single ML model is trained to perform different tasks using multi-task learning. In this manner, the domain adapted ML model **162C** can both identify

word overlapping and semantic matching using the same input (e.g., a trigger utterance, assistance information from a knowledge base). As described herein, the retrieval module **184** is a self-supervised system. That is, both learning tasks involved in retrieving relevant documents employ self-supervised training. For example, as described herein, learning word overlapping is accomplished by training the BERT model (e.g., base ML model **121C**) using the TSDAE framework, where the TSDAE framework accomplishes learning without supervision. Similarly, learning semantic relevance is accomplished by training the BERT model (e.g., base ML model **121C**) using contrastive learning, where contrastive learning accomplishes learning without supervision. The retrieval module **184** beneficially utilizes self-supervised learning tasks (e.g., TSDAE and contrastive learning) such that the retrieval module **184** can be scaled. Using self-supervised learning tasks allows the retrieval module **184** to learn new datasets without labels. Scaling the retrieval module **184** for use with new users (such as enterprises) of the provider network simply involves providing a new knowledge database associated with the new user of the provider network.

(118) FIG. 7 is a block diagram of a deployed retrieval module **184**, in accordance with one or more embodiments. The retrieval module **184** includes the domain adapted ML model **162** described with reference to FIG. 3, trained to learn features of embedded information originating in different domains (e.g., conversation data and assistance information) associated with word overlapping and semantic matching. The retrieval module **184** may also include a fragment module **722**, a similarity module **704**, and a score selector **708**. However, it should be appreciated that such modules (e.g., fragment module **722**, similarity module **704**, score selector **708**) may be implemented by the model hosting system **140**, the provider network **100**, or some other service. As shown, the retrieval module **184** is configured to receive conversation data **602** satisfying the trigger threshold from the trigger module **182**. As described herein, the conversation data **602** received from the trigger module **182** may be any portion of a conversation such as a turn, a sentence, one or more words, an utterance, candidates, etc. The retrieval module **184** is also configured to receive information from knowledge base **106** (or assistance information) **702**.

(119) In some implementations, the domain adapted ML model **162** encodes all of the assistance information **702**. In other implementations, the fragment module **722** is deployed to partition the assistance information **702** into fragments. For example, the fragment module **722** may be deployed responsive to the assistance information **702** being a different size than a size of the conversation data. Additionally or alternatively, the fragment module **722** may be deployed responsive to the assistance information **702** satisfying a size limit (e.g., the assistance information **702** may be a long document). The size limit may be based on an amount of information loss when the assistance information is embedded by the domain adapted ML model **162**. In some embodiments, this size limit is manually determined. In other embodiments, the size limit is a hyperparameter optimized during training.

(120) To preserve the data of the assistance information **702**, the fragment module **722** partitions the assistance information **702** into fragments, where each fragment is a fixed size (e.g., a predetermined number of sentences, a predetermined number of characters, etc.). The size of the fragments determined by the fragment module **722** may be predetermined and/or determined by optimizing hyper-parameters during training.

(121) The fragment module **722** is configured to create document fragments using a window and stride. As described herein, a window defines a number of sentences (or words or the like) that are included in a fragment, and a stride defines a number of sentences (or words or the like) that are skipped between consecutive fragments. The window may be a predetermined window size  $W_{sub.d}$ , and the stride may be a predetermined stride size  $S_a$ .

(122) In some embodiments, the fragment module **722** is configured to maintain semantic boundaries in the assistance information. Instead of parsing  $n$  sentences into one fragment, the fragment module **722** considers contextual information. In a non-limiting example, a title provides



contextual information as the title describes subsequent sentences. As such, the fragment module **722** identifies titles as unique fragments.

(123) In some embodiments, after the retrieval module **184** is trained (e.g., at circle **(9)** in FIG. **1**), the retrieval module **184** is executed to precompute knowledge base embeddings. In these implementations, the fragment module **722** may be applied such that information is not lost during the encoding of the knowledge base. That is, the assistance information may be fragmented using the fragment module **722** and fed to the domain adapted ML model **162**, resulting in encoded assistance information (e.g., embedded knowledge base data **136** in FIG. **1**).

(124) The fragment module **722** may partition a document into multiple sections (e.g., paragraphs) and further into multiple fragments. Each fragment is fed to the domain adapted ML model **162** to be transformed into a fragment embedding. The similarity of the trigger utterance to the document may be determined by algorithmically combining each of the fragments of the section and determining the similarity of the trigger embedding with respect to each fragment. Mathematically, this relationship is described in Equation (3) below:

$$R = \max_{i,j} R_{sub.ij} \quad (3)$$

where

$$R_{sub.ij} = \langle Q, F_{sub.ij} \rangle$$

(125) In Equation (3) above, R represents the query-document relevance. Each section of a document S includes  $N_i$  fragments. The embedding of the  $j^{th}$  fragment in the  $i^{th}$  section is  $F_{sub.ij}$ , where  $i=1, 2, \dots, S$  and  $j=1, 2, \dots, N_{sub.i}$ . The relevance between the embedded fragments of a document  $F_{sub.ij}$  and an embedded trigger utterance Q (or other embedded portion of conversation data) is denoted as  $R_{sub.ij}$ , where  $R_{sub.ij}$  is determined by taking the inner product of Q, and  $F_{sub.ij}$ . Equation (3) illustrates a similarity determination based on fragment-level relevance of one or more documents to the conversation data.

(126) In some cases, determining the similarity based on section-level relevance of one or more documents and the conversation data results in a more accurate similarity analysis of the relevance of the document and the conversation data. For example, sections in a document generally focus on one specific topic such. Accordingly, comparing the topics of each section to the conversation data results in a more accurate similarity determination than comparing sentences (or other fragments) of each section to the conversation data.

(127) Equation (4) illustrates a section-level relevance:

$$Y_{sub.i} = \max_{i,j} \langle Q, S_{sub.i} \rangle \quad (4)$$

where

$$(128) \quad S_i = \sum_{j=1}^{N_i} w_{ij} F_{ij}$$

$$w_{ij} = \frac{e^{R_{ij}/T}}{\sum_{j=1}^{N_i} e^{R_{ij}/T}}$$

(129) In Equation (4) above, the section embedding  $S_{sub.i}$  is a weighted sum of the fragment embeddings partitioned from that section  $F_{sub.ij}$ . The weighting of each fragment  $w_{sub.ij}$  is determined using the similarity  $R_{sub.ij}$  of each embedded fragment to an embedded trigger utterance (or other embedded portion of conversation data). The weighting is normalized by softmax with “temperature” T, which is a non-negative real parameter that influences an output probability distribution. The temperature is a hyperparameter that may be tuned during training. As T increases, the section embedding approaches the average fragment embedding. In contrast, as T decreases, the section embedding approaches the most relevant fragment embedding. The section level relevance is defined as the maximum value of the inner product of a embedded trigger utterance Q (or other embedded portion of conversation data) to each section embedding  $S_{sub.i}$ .

(130) Referring still to FIG. **7**, the domain adapted ML model **162** embeds each input **602** and **702**, resulting in two different fixed-dimension embeddings **710** and **712**. In some embodiments, the

domain adapted ML model **162** embeds each input **602** and **702** in real time (e.g., during a conversation between two users such as customer service agents and customers). In other embodiments, the domain adapted ML model **162** precomputes embeddings **712** and retrieves such embeddings from the storage service **116**. As described herein, embedding **710** is referred to as an embedded trigger utterance and embedding **712** is referred to as an embedded document. However, it should be appreciated that embedding **710** may be any embedded portion of conversation data **602** and that embedding **712** may be any embedded assistance information (or a fragment, sentence, section, etc. of assistance information).

(131) Each of the embeddings **710** and **712** are passed to a similarity module **704** to evaluate the similarity of the two embeddings. The similarity of the two embeddings is represented via similarity score **706**. The similarity module **704** determines similarity using any suitable relevance ranking algorithm or other algorithm. For example, in some embodiments, the similarity module **704** is configured to compute the cosine similarity between the embeddings. In other embodiments, the similarity module **704** may be a neural network trained to rank the similarity of embeddings **710** and **712**. The embeddings **710** and **712** may be concatenated and the similarity module **704** (e.g., a neural network) determines a similarity of the embeddings as similarity score **706**. In particular, feedback may be received from a user (such as a customer service agent) in the form of a relevance ranking of assistance information. This feedback is used in a supervised learning scheme to refine the ranking (or the similarity of embeddings **710** and **712**) determined by the similarity module.

(132) FIG. **8** illustrates an example of the fragment module **722**, the domain adapted ML model **162**, and the similarity module **704** operating on a single document and a single trigger utterance, in accordance with one or more embodiments. While the similarity between a trigger utterance and a long document is shown, it should be appreciated that the similarity between any other portion of conversation data and any other assistance information can be determined.

(133) As shown, the domain adapted ML model **162** is configured to receive trigger utterance **820** and document **822**. However, the fragment module **722** determines that document **822** satisfies a size limit. That is, document **822** is too long and encoding such a long document **822** would result in information loss. Accordingly, the fragment module **722** partitions the document into sections (e.g., section **801** and section **802**). It should be appreciated that while two sections are shown, the fragment module **722** may partition the document into any number of sections. The fragment module **722** further partitions the sections into fragments associated with each section. For example, fragment 1 to fragment N associated with section 1 (e.g., FRAG. **801-1** to FRAG. **801-N**), and fragment 1 to fragment M (e.g., FRAG. **802-1** to FRAG. **802-M**) associated with section 2.

(134) The domain adapted ML model **162** subsequently embeds each of the fragments **801-1:801-N** and **802-1:802-M** and the trigger utterance **802**. As a result, embedded trigger utterance **824** and embedded fragments **801-1:801-N** and **802-1:802-M** are passed to the similarity module **704**. As shown, the similarity module **704** is configured to algorithmically combine each fragment of a section. For example, the similarity module **704** aggregates each of the embedded fragments **801-1:801-N** of section 1, resulting in embedded **801** associated with section 1 (e.g., section **801**). Similarly, the similarity module **704** aggregates each of the embedded fragments **802-1:802-M** of section 2, resulting in embedded **802** associated with section 2 (e.g., section **802**). The similarity module **704** determines the section that is most similar to the trigger utterance by determining a maximum similarity score between each of the embeddings associated with each section of the document (e.g., embedding **801** and embedding **802**) and the embedded trigger utterance. The maximum similarity score is representative of the similarity of the trigger utterance **820** to the document **822**. The maximum similarity score is passed to the score selector **708** as the similarity score **706**. In operation, the similarity module **704** determines the section that is most similar to the trigger utterance by determining a maximum cosine similarity (or other similarity measure, such as an output of a neural network) between embedded **801**, embedded **802**, and the embedded trigger

utterance **824**.

(135) In alternate embodiments, embedding **801** and embedding **802** are algorithmically combined (e.g., using max pooling or a weighted average) and the similarity module **704** determines the similarity between the embedded trigger utterance **824** and the algorithmically combined embeddings.

(136) Returning back to FIG. 7, the similarity score **706** is passed to the score selector **708**. The score selector **708** stores the similarity score **706** as the similarity module **704** compares the same embedded trigger utterance to various other embedded documents, generating various similarity scores **706**. Responsive to a number of similarity scores determined (e.g., a number of documents evaluated), after a certain amount of time has elapsed, after a received input from a user such as a customer service agent requesting assistance, etc., the score selector **708** selects a most relevant embedded document to the embedded trigger utterance by identifying a highest similarity score of the stored similarity scores. Accordingly, the score selector **708** identifies the document associated with the highest similarity score **706** as relevant the most relevant document to the trigger utterance (e.g., relevant assistance information **720**).

(137) In some embodiments, the score selector **708** is configured to select a top-k highest similarity scores using the k nearest neighbor algorithm. In these embodiments, the score selector **708** identifies the top-k most relevant documents to the trigger utterance. Accordingly, the score selector **708** determines a subset including the top-k most relevant assistance information. As described herein, k is a manually determined parameter that adjusts the amount of assistance provided to a user (e.g., a number of documents provided to a customer service agent).

(138) Referring back to FIG. 5, the retrieval module **184** transmits the relevant assistance information (or the subset of relevant assistance information) to the compute device **122** of user **118B** at circle (6). For example, the retrieval module **184** transmits the relevant assistance information to a computing device of an agent. In other embodiments, the retrieval module **184** transmits an identifier identifying the relevant assistance information (or the subset of the relevant assistance information) to the compute device **122**. For example, the retrieval module **184** may transmit a storage location of the assistance information in the knowledge base **106**, a URL, and the like. The relevant assistance information is presented for display to user **118B** (e.g., an agent) via a user interface of the compute device **122**. In some embodiments, at circle (7), the retrieval module **184** receives feedback from the user **118B** via the compute device **122**.

(139) FIG. 9 illustrates an example user interface displayed on the compute device, in accordance with one or more embodiments. One or more services of the provider network **100** is configured to generate, manage, monitor, and/or update the displayed user interface. In some implementations, the conversation manager **132** is configured to manage the user interface. The user interface **900** is displayed on a compute device **122** of a user **118** associated with the organization **124** (e.g., customer service agent user **118B** communicating with customer user **118C** of a third-party network).

(140) As shown at **902**, the user interface **900** displays a user identifier (e.g., an agent identifier). Such user identifier identifies user **118B** associated with the organization **124**. The user identifier may be a first name, a last name, a user ID number, a pseudonym, an abbreviation, or some combination.

(141) At **904**, the user interface **900** displays a third-party identifier. Such third-party identifier identifies a user associated with a third-party network (e.g., user **118C** associated with third party network **126**). The third-party identifier may be a telephone number, an email address, a user name, a user ID, a third party identifier (e.g., information about the third-party network **126**), an abbreviation, or some combination.

(142) At **906**, the user interface **900** displays communication controls. Such communication controls may pause the communication (e.g., put a customer on hold), mute the communication, end the communication, merge the communication (e.g., merge a telephone call with a different

agent and/or admin of the organization **124**), and the like.

(143) At **908**, the user interface **900** displays customer profile information. In some embodiments, the conversation manager **132** monitors the communication between users and queries one or more databases for profile information. For example, given the third-party identifier (e.g., retrieved when the compute device **122** associated with the third-party network establishes a communication link with the contact center service **180**), the conversation manager **132** determines customer profile information such as a first name, a last name, a birth date, a previous communication history, compute device **122** information (e.g., a model number, carrier information), and the like. In some embodiments, the customer profile information is editable such that an agent can take notes about the communication, edit recalled customer profile information, and the like.

(144) At **910**, the user interface **900** displays a top-k relevant assistance information (e.g., relevant assistance information **720** determined by the retrieval module **184** with reference to FIG. 7).

Assistance information may be previewed, as shown at **912**.

(145) At **914**, the user interface **900** displays feedback buttons. While feedback buttons are shown as “thumb” buttons that are clicked on, feedback buttons may also include a feedback slider (e.g., a displayed feedback scale ranging from not relevant (or helpful) to relevant (or helpful) via words, numbers, gestures, and the like). A user such as an agent presented the user interface **900** may explicitly evaluate the relevance of the top-k assistance information by interacting with such feedback buttons **914**. Such selected values (e.g., feedback) is captured by the conversation manager **132** and may be used to modify the score selector **708**.

(146) A user such as an agent may also implicitly evaluate the relevance of the top-k assistance information. For example, the conversation manager **132** may track the time a user spends reviewing an article by tracking the pupils of the user's eye. The more time that the user (e.g., the agent) spends reviewing an article, the more relevant the article is to the communication. The conversation manager **132** may receive such tracking data using cameras or other sensors. Additionally or alternatively, the conversation manager **132** may interpret the user's selection of assistance information from a subset of assistance information to mean that the selected assistance information is more relevant. For example, if a user (e.g., a customer service agent) selects “Article 2” instead of “Article 1,” the user is implicitly providing feedback to the conversation manager **132** that “Article 2” is more relevant to the communication than “Article 1.” Accordingly, such received values are used to modify the score selector **708**.

(147) A user such as an agent may enter a search for relevant assistance information at **916**. In operation, the trigger module **182** of the conversation manager **132** is bypassed. As such, the trigger utterance is the one or more words searched by the agent at **916**. The retrieval module **184** determines the top-k most relevant assistance information using an encoded representation of the search term. As shown at **918**, the retrieval module **184** may identify multiple suggestions/recommendations. Moreover, the user interface **900** may preview the identified suggestions/recommendations at **920**.

(148) A user such as an agent may configure assistance preferences by interacting with the button at **922**. The assistance preferences are described with reference to FIG. 10.

(149) FIG. 10 illustrates an example user interface of the compute device, in accordance with one or more embodiments. At **1002** of user interface **1000** displayed to the user, the user such as an agent may configure a frequency of assistance. The frequency of assistance regulates how much assistance is recommended to the user (e.g., the agent). In operation, the trigger module **182** is modified by adjusting the frequency of assistance. Specifically, the trigger threshold used by the comparator module is based on the frequency of assistance determined by the user such as the agent configuring the frequency of assistance at **1004**.

(150) At **1004**, the user such as the agent adjusts the frequency of assistance. In some embodiments, the user selects assistance recommendations from a numerical range, a text range, and the like. In response to a user selection, the conversation manager **132** maps the user selection

to the trigger threshold. For example, the conversation manager **132** maps the user selection to the trigger threshold according to a predefined mapping table. For example, a user selection of “somewhat” maps to a trigger threshold of 0.5. In other embodiments, the user (e.g., agent) is displayed the trigger threshold at **1004** and the user adjusts the trigger threshold directly.

(151) At **1006** of user interface **1000** displayed to the user (such as the agent), the user may configure a number of provided assistance documents. The number of provided assistance documents regulates the number of assistance information recommended to the user (e.g., the agent). In operation, the retrieval module **184** is modified by adjusting the number of provided assistance documents. Specifically, the  $k$  of the top- $k$  similarity scores selected by the score selector **708** is based on the number of provided assistance documents determined by the user (e.g., the agent).

(152) At **1008**, the user (e.g., the agent) adjusts the number of provided assistance documents. The user may select a number from a drop-down menu, enter a number into a text box, select a button representative of a number, slide a scale, and the like, to adjust the number of provided assistance documents.

(153) The conversation manager **132** is configured to monitor explicit or implicit feedback regarding the relevance of the assistance information. In particular, the retrieval module **184** is modified because the retrieval module **184** is responsible for selecting relevant assistance information. Referring back to FIG. 7, the score selector **708** modifies how it selects the relevant assistance information based on the similarity scores determined by the similarity module **704**.

(154) In a non-limiting example, the score selector **708** is configured to select, as the most relevant assistance information, the assistance information associated with the highest similarity score. Such assistance information is “Article 1” illustrated in FIG. 9. “Article 2” is also displayed on the user interface **900** because “Article 2” is associated with the second highest similarity score. However, responsive to receiving feedback that the user (such as the customer service agent) identified different assistance information as being the most relevant assistance information (e.g., the conversation manager **132** received an input that the user selected “Article 2” instead of “Article 1”), then the score selector **708** selects the second highest similarity score as being the most relevant assistance information. In operation, the score selector **708** rescores the similarity scores using weights/biases, clustering similarity scores, learning to rank loss (determined using feedback), and the like. That is, the assistance information is ranked high or lower for a future assistance information selection based on the explicit or implicit feedback. Rescoring the score selector **708** improves the performance upper bound of the retrieval module **184** using indirect supervision (e.g., the feedback received from users such as agents during runtime).

(155) In some embodiments, the score selector **708** tunes the relevant assistance specific to particular users (e.g., agents). For example, the score selector **708** only selects the second highest similarity score as the most relevant assistance information for a first customer service agent. In contrast, the score selector **708** continues to select the highest similarity score as the most relevant assistance information for a second customer service agent. In some embodiments, the score selector **708** tunes the relevant assistance specific to particular organizations **124**, different geographies of users of the organization **124**, different ages of users of the organization **124**, and the like.

(156) In some embodiments, the conversation manager **132** tunes the score selector **708** responsive to measuring an average user selection. For example, the conversation manager **132** measures how many times the user (such as an agent) explicitly or implicitly selects “Article 2” instead of “Article 1.” In these embodiments, the conversation manager **132** passes such feedback to the retrieval module **184** responsive to the user feedback satisfying a rescoring threshold.

(157) In a non-limiting example, the rescoring threshold for rescoring the scorer module **708** is 50%. If a customer service agent implicitly or explicitly selects “Article 2” instead of “Article 1” six times out of every 10 recommended assistance information, then the conversation manager

passes such feedback to the scorer module **708** and the scorer module **708** rescores the most relevant information. That is, 60% of the assistance information was corrected, satisfying the rescoring threshold of 50%. In contrast, if the customer service agent implicitly or explicitly selects “Article 2” instead of “Article 1” two times out of every 10 recommended assistance information, then the conversation manager **132** does not pass such feedback to the scorer module **708** because the rescoring threshold is not satisfied. That is, 20% of the assistance information was corrected, which does not satisfy the rescoring threshold of 50%.

(158) FIG. **11** is a flow diagram illustrating operations **1100** of a method for detecting a user's needs and providing real time assistance, in accordance with one or more embodiments. Some or all of the operations **1100** (or other processes described herein, or variations, and/or combinations thereof) are performed under the control of one or more computer systems configured with executable instructions, and are implemented as code (e.g., executable instructions, one or more computer programs, or one or more applications) executing collectively on one or more processors. The code is stored on a computer-readable storage medium, for example, in the form of a computer program comprising instructions executable by one or more processors. The computer-readable storage medium is non-transitory. In some examples, one or more (or all) of the operations **1100** are performed by the contact center service of the other figures. The operations **1100** may be performed with fewer or more blocks than those blocks shown. Moreover, the operations **1100** may be performed in differing orders than the order of the blocks shown.

(159) The operations **1100** include, at block **1102**, obtaining, by a contact center service in a provider network, an utterance from a conversation between a user and an agent. As described herein, a conversation is an iterative interaction between at least two users. Each interaction of the conversation is a turn. The turn can be parsed into utterances such as a single sentence spoken by the user or the agent.

(160) The operations **1100** further include, at block **1104**, determining, by the contact center service, a probability that the utterance includes a trigger utterance. A trigger utterance is specific type of utterance triggering a need for assistance. As described herein, a triggered need for assistance is based on identifying a driver (e.g., an intent) associated with a speaker's need for assistance, a type of assistance, a particular product/service, an action (such as a remediation action), and/or information pertaining to assistance. For instance, a driver identifies a particular widget at issue (e.g., a particular widget that a customer (or other user) needs assistance with) and/or an action item associated with a customer service agent (or other user). A machine learning model may be trained to predict a probability of identifying trigger utterances (e.g., whether an utterance includes a driver) using a fine-tuned domain adapted MPNET model trained using contrastive learning and a fine-tuned domain adapted DeCLUTR model trained using TSDAE.

(161) The MPNET model and the DECLUTR model may be stacked as a dual encoder stacked ensemble model.

(162) The operations **1100** further include, at block **1106**, identifying, based at least in part on use of a machine learning model, of the contact center service, assistance information associated with the utterance. The machine learning model may be configured to perform at least two tasks to identify and retrieve relevant assistance information. For example, the machine learning model is trained to identify semantic relatedness between two inputs, and identify term overlap between two inputs. The machine learning model employs multi-task learning to train a single model to perform two related tasks. The machine learning model is trained to identify semantic relatedness using contrastive learning, and identify term overlap using TSDAE. Accordingly, the machine learning model is configured to identify semantically related assistance information (e.g., documents) and/or relevant term overlapping assistance information based on the utterance and assistance information.

(163) The operations **1100** further include, at block **1108**, transmitting, by the contact center service, the assistance information. Additionally or alternatively, the contact center service may transmit an identifier of the assistance information. As described herein, assistance information that

is most similar to the utterance is identified by comparing similarity scores of assistance information and the utterance. A highest similarity score is representative of assistance information that is most relevant to the utterance. As such, the assistance information is transmitted to a user device (such as a customer service agent computing device) to provide assistance to the user in real time.

(164) FIG. 12 illustrates an example provider network (or “service provider system”) environment, in accordance with one or more embodiments. A provider network **1200** can provide resource virtualization to customers via one or more virtualization services **1210** that allow customers to purchase, rent, or otherwise obtain instances **1212** of virtualized resources, including but not limited to computation and storage resources, implemented on devices within the provider network or networks in one or more data centers. Local Internet Protocol (IP) addresses **1216** can be associated with the resource instances **1212**; the local IP addresses are the internal network addresses of the resource instances **1212** on the provider network **1200**. In some examples, the provider network **1200** can also provide public IP addresses **1214** and/or public IP address ranges (e.g., Internet Protocol version 4 (IPv4) or Internet Protocol version 6 (IPv6) addresses) that customers can obtain from the provider **1200**.

(165) Conventionally, the provider network **1200**, via the virtualization services **1210**, can allow a customer of the service provider (e.g., a customer that operates one or more customer networks **1250A-1250C** (referred to herein as “client networks”) including one or more customer device(s) (or compute devices) **1252**) to dynamically associate at least some public IP addresses **1214** assigned or allocated to the customer with particular resource instances **1212** assigned to the customer. The provider network **1200** can also allow the customer to remap a public IP address **1214**, previously mapped to one virtualized computing resource instance **1212** allocated to the customer, to another virtualized computing resource instance **1212** that is also allocated to the customer. Using the virtualized computing resource instances **1212** and public IP addresses **1214** provided by the service provider, a customer of the service provider such as the operator of the customer network(s) **1250A-1250C** can, for example, implement customer-specific applications and present the customer's applications on an intermediate network **1240**, such as the Internet. Other network entities **1220** on the intermediate network **1240** can then generate traffic to a destination public IP address **1214** published by the customer network(s) **1250A-1250C**; the traffic is routed to the service provider data center, and at the data center is routed, via a network substrate, to the local IP address **1216** of the virtualized computing resource instance **1212** currently mapped to the destination public IP address **1214**. Similarly, response traffic from the virtualized computing resource instance **1212** can be routed via the network substrate back onto the intermediate network **1240** to the source entity **1220**.

(166) Local IP addresses, as used herein, refer to the internal or “private” network addresses, for example, of resource instances in a provider network. Local IP addresses can be within address blocks reserved by Internet Engineering Task Force (IETF) Request for Comments (RFC) 1918 and/or of an address format specified by IETF RFC 4193 and can be mutable within the provider network. Network traffic originating outside the provider network is not directly routed to local IP addresses; instead, the traffic uses public IP addresses that are mapped to the local IP addresses of the resource instances. The provider network can include networking devices or appliances that provide network address translation (NAT) or similar functionality to perform the mapping from public IP addresses to local IP addresses and vice versa.

(167) Public IP addresses are Internet mutable network addresses that are assigned to resource instances, either by the service provider or by the customer. Traffic routed to a public IP address is translated, for example via 1:1 NAT, and forwarded to the respective local IP address of a resource instance.

(168) Some public IP addresses can be assigned by the provider network infrastructure to particular resource instances; these public IP addresses can be referred to as standard public IP addresses, or

simply standard IP addresses. In some examples, the mapping of a standard IP address to a local IP address of a resource instance is the default launch configuration for all resource instance types. (169) At least some public IP addresses can be allocated to or obtained by customers of the provider network **1200**; a customer can then assign their allocated public IP addresses to particular resource instances allocated to the customer. These public IP addresses can be referred to as customer public IP addresses, or simply customer IP addresses. Instead of being assigned by the provider network **1200** to resource instances as in the case of standard IP addresses, customer IP addresses can be assigned to resource instances by the customers, for example via an API provided by the service provider. Unlike standard IP addresses, customer IP addresses are allocated to customer accounts and can be remapped to other resource instances by the respective customers as necessary or desired. A customer IP address is associated with a customer's account, not a particular resource instance, and the customer controls that IP address until the customer chooses to release it. Unlike conventional static IP addresses, customer IP addresses allow the customer to mask resource instance or availability zone failures by remapping the customer's public IP addresses to any resource instance associated with the customer's account. The customer IP addresses, for example, enable a customer to engineer around problems with the customer's resource instances or software by remapping customer IP addresses to replacement resource instances.

(170) FIG. **13** is a block diagram of an example provider network environment that provides a storage service and a hardware virtualization service to customers, in accordance with one or more embodiments. A hardware virtualization service **1320** provides multiple compute resources **1324** (e.g., compute instances **1325**, such as VMs) to customers. The compute resources **1324** can, for example, be provided as a service to customers of a provider network **1300** (e.g., to a customer that implements a customer network **1350**). Each computation resource **1324** can be provided with one or more local IP addresses. The provider network **1300** can be configured to route packets from the local IP addresses of the compute resources **1324** to public Internet destinations, and from public Internet sources to the local IP addresses of the compute resources **1324**.

(171) The provider network **1300** can provide the customer network **1350**, for example coupled to an intermediate network **1340** via a local network **1356**, the ability to implement virtual computing systems **1392** via the hardware virtualization service **1320** coupled to the intermediate network **1340** and to the provider network **1300**. In some examples, the hardware virtualization service **1320** can provide one or more APIs **1302**, for example a web services interface, via which the customer network **1350** can access functionality provided by the hardware virtualization service **1320**, for example via a console **1394** (e.g., a web-based application, standalone application, mobile application, etc.) of a customer device **1390**. In some examples, at the provider network **1300**, each virtual computing system **1392** at the customer network **1350** can correspond to a computation resource **1324** that is leased, rented, or otherwise provided to the customer network **1350**.

(172) From an instance of the virtual computing system(s) **1392** and/or another customer device **1390** (e.g., via console **1394**), the customer can access the functionality of a storage service **1310**, for example via the one or more APIs **1302**, to access data from and store data to storage resources **1318A-1318N** of a virtual data store **1316** (e.g., a folder or “bucket,” a virtualized volume, a database, etc.) provided by the provider network **1300**. In some examples, a virtualized data store gateway (not shown) can be provided at the customer network **1350** that can locally cache at least some data, for example frequently accessed or critical data, and that can communicate with the storage service **1310** via one or more communications channels to upload new or modified data from a local cache so that the primary store of data (the virtualized data store **1316**) is maintained. In some examples, a user, via the virtual computing system **1392** and/or another customer device **1390**, can mount and access virtual data store **1316** volumes via the storage service **1310** acting as a storage virtualization service, and these volumes can appear to the user as local (virtualized) storage **1398**.

(173) While not shown in FIG. **13**, the virtualization service(s) can also be accessed from resource



instances within the provider network **1300** via the API(s) **1302**. For example, a customer, appliance service provider, or other entity can access a virtualization service from within a respective virtual network on the provider network **1300** via the API(s) **1302** to request allocation of one or more resource instances within the virtual network or within another virtual network.

#### (174) Illustrative Systems

(175) In some examples, a system that implements a portion or all of the techniques described herein can include a general-purpose computer system, such as the computer system **1400** (referred to herein as compute device) illustrated in FIG. **14**, that includes, or is configured to access, one or more computer-accessible media. In the illustrated example, the computer system **1400** includes one or more processors **1410** coupled to a system memory **1420** via an input/output (I/O) interface **1430**. The computer system **1400** further includes a network interface **1440** coupled to the I/O interface **1430**. While FIG. **14** shows the computer system **1400** as a single computing device, in various examples the computer system **1400** can include one computing device or any number of computing devices configured to work together as a single computer system **1400**.

(176) In various examples, the computer system **1400** can be a uniprocessor system including one processor **1410**, or a multiprocessor system including several processors **1410** (e.g., two, four, eight, or another suitable number). The processor(s) **1410** can be any suitable processor(s) capable of executing instructions. For example, in various examples, the processor(s) **1410** can be general-purpose or embedded processors implementing any of a variety of instruction set architectures (ISAs), such as the x86, ARM, PowerPC, SPARC, or MIPS ISAs, or any other suitable ISA. In multiprocessor systems, each of the processors **1410** can commonly, but not necessarily, implement the same ISA.

(177) The system memory **1420** can store instructions and data accessible by the processor(s) **1410**. In various examples, the system memory **1420** can be implemented using any suitable memory technology, such as random-access memory (RAM), static RAM (SRAM), synchronous dynamic RAM (SDRAM), nonvolatile/Flash-type memory, or any other type of memory. In the illustrated example, program instructions and data implementing one or more desired functions, such as those methods, techniques, and data described above, are shown stored within the system memory **1420** as contact center service code **1425** (e.g., executable to implement, in whole or in part, the contact center service **180**) and data **1426**.

(178) In some examples, the I/O interface **1430** can be configured to coordinate I/O traffic between the processor **1410**, the system memory **1420**, and any peripheral devices in the device, including the network interface **1440** and/or other peripheral interfaces (not shown). In some examples, the I/O interface **1430** can perform any necessary protocol, timing, or other data transformations to convert data signals from one component (e.g., the system memory **1420**) into a format suitable for use by another component (e.g., the processor **1410**). In some examples, the I/O interface **1430** can include support for devices attached through various types of peripheral buses, such as a variant of the Peripheral Component Interconnect (PCI) bus standard or the Universal Serial Bus (USB) standard, for example. In some examples, the function of the I/O interface **1430** can be split into two or more separate components, such as a north bridge and a south bridge, for example. Also, in some examples, some or all of the functionality of the I/O interface **1430**, such as an interface to the system memory **1420**, can be incorporated directly into the processor **1410**.

(179) The network interface **1440** can be configured to allow data to be exchanged between the computer system **1400** and other devices **1460** attached to a network or networks **1450**, such as other computer systems or devices as illustrated in FIG. **1**, for example. In various examples, the network interface **1440** can support communication via any suitable wired or wireless general data networks, such as types of Ethernet network, for example. Additionally, the network interface **1440** can support communication via telecommunications/telephony networks, such as analog voice networks or digital fiber communications networks, via storage area networks (SANs), such as Fibre Channel SANs, and/or via any other suitable type of network and/or protocol.

(180) In some examples, the computer system **1400** includes one or more offload cards **1470A** or **1470B** (including one or more processors **1475**, and possibly including the one or more network interfaces **1440**) that are connected using the I/O interface **1430** (e.g., a bus implementing a version of the Peripheral Component Interconnect-Express (PCI-E) standard, or another interconnect such as a QuickPath interconnect (QPI) or UltraPath interconnect (UPI)). For example, in some examples the computer system **1400** can act as a host electronic device (e.g., operating as part of a hardware virtualization service) that hosts compute resources such as compute instances, and the one or more offload cards **1470A** or **1470B** execute a virtualization manager that can manage compute instances that execute on the host electronic device. As an example, in some examples the offload card(s) **1470A** or **1470B** can perform compute instance management operations, such as pausing and/or un-pausing compute instances, launching and/or terminating compute instances, performing memory transfer/copying operations, etc. These management operations can, in some examples, be performed by the offload card(s) **1470A** or **1470B** in coordination with a hypervisor (e.g., upon a request from a hypervisor) that is executed by the other processors **1410A-1410N** of the computer system **1400**. However, in some examples the virtualization manager implemented by the offload card(s) **1470A** or **1470B** can accommodate requests from other entities (e.g., from compute instances themselves), and cannot coordinate with (or service) any separate hypervisor.

(181) In some examples, the system memory **1420** can be one example of a computer-accessible medium configured to store program instructions and data as described above. However, in other examples, program instructions and/or data can be received, sent, or stored upon different types of computer-accessible media. Generally speaking, a computer-accessible medium can include any non-transitory storage media or memory media such as magnetic or optical media, e.g., disk or DVD/CD coupled to the computer system **1400** via the I/O interface **1430**. A non-transitory computer-accessible storage medium can also include any volatile or non-volatile media such as RAM (e.g., SDRAM, double data rate (DDR) SDRAM, SRAM, etc.), read only memory (ROM), etc., that can be included in some examples of the computer system **1400** as the system memory **1420** or another type of memory. Further, a computer-accessible medium can include transmission media or signals such as electrical, electromagnetic, or digital signals, conveyed via a communication medium such as a network and/or a wireless link, such as can be implemented via the network interface **1440**.

(182) Various examples discussed or suggested herein can be implemented in a wide variety of operating environments, which in some cases can include one or more user computers, computing devices, or processing devices which can be used to operate any of a number of applications. User or client devices can include any of a number of general-purpose personal computers, such as desktop or laptop computers running a standard operating system, as well as cellular, wireless, and handheld devices running mobile software and capable of supporting a number of networking and messaging protocols. Such a system also can include a number of workstations running any of a variety of commercially available operating systems and other known applications for purposes such as development and database management. These devices also can include other electronic devices, such as dummy terminals, thin-clients, gaming systems, and/or other devices capable of communicating via a network.

(183) Most examples use at least one network that would be familiar to those skilled in the art for supporting communications using any of a variety of widely-available protocols, such as Transmission Control Protocol/Internet Protocol (TCP/IP), File Transfer Protocol (FTP), Universal Plug and Play (UPnP), Network File System (NFS), Common Internet File System (CIFS), Extensible Messaging and Presence Protocol (XMPP), AppleTalk, etc. The network(s) can include, for example, a local area network (LAN), a wide-area network (WAN), a virtual private network (VPN), the Internet, an intranet, an extranet, a public switched telephone network (PSTN), an infrared network, a wireless network, and any combination thereof.

(184) In examples using a web server, the web server can run any of a variety of server or mid-tier

applications, including HTTP servers, File Transfer Protocol (FTP) servers, Common Gateway Interface (CGI) servers, data servers, Java servers, business application servers, etc. The server(s) also can be capable of executing programs or scripts in response requests from user devices, such as by executing one or more Web applications that can be implemented as one or more scripts or programs written in any programming language, such as Java®, C, C# or C++, or any scripting language, such as Perl, Python, PHP, or TCL, as well as combinations thereof. The server(s) can also include database servers, including without limitation those commercially available from Oracle®, Microsoft®, Sybase®, IBM®, etc. The database servers can be relational or non-relational (e.g., “NoSQL”), distributed or non-distributed, etc.

(185) Environments disclosed herein can include a variety of data stores and other memory and storage media as discussed above. These can reside in a variety of locations, such as on a storage medium local to (and/or resident in) one or more of the computers or remote from any or all of the computers across the network. In a particular set of examples, the information can reside in a storage-area network (SAN) familiar to those skilled in the art. Similarly, any necessary files for performing the functions attributed to the computers, servers, or other network devices can be stored locally and/or remotely, as appropriate. Where a system includes computerized devices, each such device can include hardware elements that can be electrically coupled via a bus, the elements including, for example, at least one central processing unit (CPU), at least one input device (e.g., a mouse, keyboard, controller, touch screen, or keypad), and/or at least one output device (e.g., a display device, printer, or speaker). Such a system can also include one or more storage devices, such as disk drives, optical storage devices, and solid-state storage devices such as random-access memory (RAM) or read-only memory (ROM), as well as removable media devices, memory cards, flash cards, etc.

(186) Such devices also can include a computer-readable storage media reader, a communications device (e.g., a modem, a network card (wireless or wired), an infrared communication device, etc.), and working memory as described above. The computer-readable storage media reader can be connected with, or configured to receive, a computer-readable storage medium, representing remote, local, fixed, and/or removable storage devices as well as storage media for temporarily and/or more permanently containing, storing, transmitting, and retrieving computer-readable information. The system and various devices also typically will include a number of software applications, modules, services, or other elements located within at least one working memory device, including an operating system and application programs, such as a client application or web browser. It should be appreciated that alternate examples can have numerous variations from that described above. For example, customized hardware might also be used and/or particular elements might be implemented in hardware, software (including portable software, such as applets), or both. Further, connection to other computing devices such as network input/output devices can be employed.

(187) Storage media and computer readable media for containing code, or portions of code, can include any appropriate media known or used in the art, including storage media and communication media, such as but not limited to volatile and non-volatile, removable and non-removable media implemented in any method or technology for storage and/or transmission of information such as computer readable instructions, data structures, program modules, or other data, including RAM, ROM, Electrically Erasable Programmable Read-Only Memory (EEPROM), flash memory or other memory technology, Compact Disc-Read Only Memory (CD-ROM), Digital Versatile Disk (DVD) or other optical storage, magnetic cassettes, magnetic tape, magnetic disk storage or other magnetic storage devices, or any other medium which can be used to store the desired information and which can be accessed by a system device. Based on the disclosure and teachings provided herein, a person of ordinary skill in the art will appreciate other ways and/or methods to implement the various examples.

(188) In the preceding description, various examples are described. For purposes of explanation,

specific configurations and details are set forth in order to provide a thorough understanding of the examples. However, it will also be apparent to one skilled in the art that the examples can be practiced without the specific details. Furthermore, well-known features can be omitted or simplified in order not to obscure the example being described.

(189) Bracketed text and blocks with dashed borders (e.g., large dashes, small dashes, dot-dash, and dots) are used herein to illustrate optional aspects that add additional features to some examples. However, such notation should not be taken to mean that these are the only options or optional operations, and/or that blocks with solid borders are not optional in certain examples.

(190) Reference numerals with suffix letters (e.g., **1318A-1318N**) can be used to indicate that there can be one or multiple instances of the referenced entity in various examples, and when there are multiple instances, each does not need to be identical but may instead share some general traits or act in common ways. Further, the particular suffixes used are not meant to imply that a particular amount of the entity exists unless specifically indicated to the contrary. Thus, two entities using the same or different suffix letters might or might not have the same number of instances in various examples.

(191) References to “one example,” “an example,” etc., indicate that the example described may include a particular feature, structure, or characteristic, but every example may not necessarily include the particular feature, structure, or characteristic. Moreover, such phrases are not necessarily referring to the same example. Further, when a particular feature, structure, or characteristic is described in connection with an example, it is submitted that it is within the knowledge of one skilled in the art to affect such feature, structure, or characteristic in connection with other examples whether or not explicitly described.

(192) Moreover, in the various examples described above, unless specifically noted otherwise, disjunctive language such as the phrase “at least one of A, B, or C” is intended to be understood to mean either A, B, or C, or any combination thereof (e.g., A, B, and/or C). Similarly, language such as “at least one or more of A, B, and C” (or “one or more of A, B, and C”) is intended to be understood to mean A, B, or C, or any combination thereof (e.g., A, B, and/or C). As such, disjunctive language is not intended to, nor should it be understood to, imply that a given example requires at least one of A, at least one of B, and at least one of C to each be present.

(193) As used herein, the term “based on” (or similar) is an open-ended term used to describe one or more factors that affect a determination or other action. It is to be understood that this term does not foreclose additional factors that may affect a determination or action. For example, a determination may be solely based on the factor(s) listed or based on the factor(s) and one or more additional factors. Thus, if an action A is “based on” B, it is to be understood that B is one factor that affects action A, but this does not foreclose the action from also being based on one or multiple other factors, such as factor C. However, in some instances, action A may be based entirely on B.

(194) Unless otherwise explicitly stated, articles such as “a” or “an” should generally be interpreted to include one or multiple described items. Accordingly, phrases such as “a device configured to” or “a computing device” are intended to include one or multiple recited devices. Such one or more recited devices can be collectively configured to carry out the stated operations. For example, “a processor configured to carry out operations A, B, and C” can include a first processor configured to carry out operation A working in conjunction with a second processor configured to carry out operations B and C.

(195) Further, the words “may” or “can” are used in a permissive sense (i.e., meaning having the potential to), rather than the mandatory sense (i.e., meaning must). The words “include,” “including,” and “includes” are used to indicate open-ended relationships and therefore mean including, but not limited to. Similarly, the words “have,” “having,” and “has” also indicate open-ended relationships, and thus mean having, but not limited to. The terms “first,” “second,” “third,” and so forth as used herein are used as labels for the nouns that they precede, and do not imply any type of ordering (e.g., spatial, temporal, logical, etc.) unless such an ordering is otherwise explicitly

indicated. Similarly, the values of such numeric labels are generally not used to indicate a required amount of a particular noun in the claims recited herein, and thus a “fifth” element generally does not imply the existence of four other elements unless those elements are explicitly included in the claim or it is otherwise made abundantly clear that they exist.

(196) The specification and drawings are, accordingly, to be regarded in an illustrative rather than a restrictive sense. It will, however, be evident that various modifications and changes can be made thereunto without departing from the broader scope of the disclosure as set forth in the claims.

## Claims

1. A computer-implemented method comprising: receiving, by a contact center service in a provider network, an utterance from a conversation between a user and an agent, wherein the utterance comprises one or more sentences of the conversation; determining, by a first machine learning model of the contact center service, a probability that the utterance includes a trigger utterance, wherein the first machine learning model is a dual encoder stacked ensemble model trained to identify the probability of the utterance being a trigger utterance; responsive to determining that the probability meets or exceeds a threshold probability value, identifying, by a second machine learning model of the contact center service, assistance information associated with the utterance by determining a similarity between a representation of the utterance and a representation of the assistance information using section-level relevance of one or more documents of the assistance information to the utterance, wherein the one or more documents are divided into sections and each of the sections includes a plurality of fragments, wherein the section-level relevance uses section embeddings that are weighted sums of fragment embeddings partitioned from corresponding sections of the one or more documents, and wherein the second machine learning model is trained to determine the representation of the utterance and the representation of the assistance information; and transmitting, by the contact center service, the assistance information for presentation via a user interface.
2. The computer-implemented method of claim 1, wherein the trigger utterance identifies at least one of: an intent associated with the user indicating at least one of a need for assistance, a type of assistance, or information pertaining to assistance, an action of the agent, a product, or a service.
3. The computer-implemented method of claim 1, wherein the assistance information is an identifier associated with at least one of a website address, an email address, a telephone number, a physical address, a contact information, a template email, a refund form, or a document.
4. A computer-implemented method comprising: obtaining, by a contact center service in a provider network, an utterance from a conversation between a user and an agent, wherein the utterance includes a plurality of sentences; determining, by the contact center service, a probability that the utterance includes a trigger utterance, wherein determining the probability that the utterance includes the trigger utterance comprises: determining, based at least in part on use of a first machine learning model, a probability that each sentence of the plurality of sentences includes the trigger utterance; and selecting, by the contact center service, a sentence of the plurality of sentences associated with a highest probability that the sentence includes the trigger utterance; identifying, based at least in part on use of a second machine learning model of the contact center service, assistance information associated with the utterance by determining a similarity between a representation of the utterance and a representation of the assistance information using section-level relevance of one or more documents of the assistance information to the utterance, wherein the one or more documents are divided into sections and each of the sections includes a plurality of fragments, and wherein the section-level relevance uses section embeddings that are weighted sums of fragment embeddings partitioned from corresponding sections of the one or more documents; and transmitting, by the contact center service, the assistance information.
5. The computer-implemented method of claim 4, wherein the trigger utterance identifies at least

one of: an intent associated with the user indicating at least one of a need for assistance, a type of assistance, or information pertaining to assistance, an action of the agent, a product, or a service.

6. The computer-implemented method of claim 4, wherein the first machine learning model is a dual encoder stacked ensemble model.

7. The computer-implemented method of claim 4, wherein identifying the assistance information includes: identifying, by the contact center service, a plurality of assistance information; scoring, by the contact center service, each of the plurality of assistance information; and selecting, by the contact center service, a subset of assistance information from the plurality of assistance information to be the assistance information to be transmitted.

8. The computer-implemented method of claim 7, further comprising receiving, by the contact center service, a value identifying at least one assistance information of the subset of assistance information.

9. The computer-implemented method of claim 8, further comprising causing, by the contact center service, one or more assistance information of the subset of assistance information to be ranked higher or lower, for a future assistance information selection, based on the value.

10. The computer-implemented method of claim 4, wherein the assistance information is an identifier associated with at least one of a website address, an email address, a telephone number, a physical address, a contact information, a template email, a refund form, or a document.

11. The computer-implemented method of claim 4, wherein identifying assistance information associated with the utterance comprises comparing a representation of the utterance to a representation of assistance information.

12. The computer-implemented method of claim 4, wherein the second machine learning model is trained using a multi-task learning technique to: generate a representation of the utterance; and generate a representation of assistance information.

13. A system comprising: a first one or more electronic devices to implement a model hosting system in a multi-tenant provider network; and a second one or more electronic devices to implement a contact center service in the multi-tenant provider network, the contact center service including instructions that upon execution by one or more processors cause the contact center service to: obtain an utterance from a conversation between a user and an agent; determine, using a first machine learning model hosted by the model hosting system, a probability that the utterance includes a trigger utterance, wherein the first machine learning model is a dual encoder stacked ensemble model trained to determine the probability that the utterance includes the trigger utterance; identify, based at least in part on use of a second machine learning model hosted by the model hosting system, assistance information associated with the utterance by determining a similarity between a representation of the utterance and a representation of the assistance information using section-level relevance of one or more documents of the assistance information to the utterance, wherein the one or more documents are divided into sections and each of the sections includes a plurality of fragments, and wherein the section-level relevance uses section embeddings that are weighted sums of fragment embeddings partitioned from corresponding sections of the one or more documents; and transmit the assistance information.

14. The system of claim 13, wherein the trigger utterance identifies at least one of: an intent associated with the user indicating at least one of a need for assistance, a type of assistance, or information pertaining to assistance, an action of the agent, a product, or a service.

15. The system of claim 13, wherein identifying assistance information associated with the utterance comprises comparing a representation of the utterance to a representation of assistance information.

16. The system of claim 13, wherein the second machine learning model hosted by the model hosting system is trained using a multi-task learning technique to: generate a representation of the utterance; and generating a representation of assistance information.

17. The system of claim 13, wherein the assistance information is an identifier associated with at

least one of a website address, an email address, a telephone number, a physical address, a contact information, a template email, a refund form, or a document.

18. The system of claim 13, wherein identifying the assistance information includes: identifying a plurality of assistance information; scoring each of the plurality of assistance information; and selecting a subset of assistance information from the plurality of assistance information to be the assistance information to be transmitted.

19. The system of claim 18, wherein the instructions comprise further instructions that, upon execution by the one or more processors, further cause the contact center service to receive a value identifying at least one assistance information of the subset of assistance information.

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