

Table 1: The pattern names P , nodes V_p and node attributes $A(v)$, with edges E_p and edge attributes $A(e)$, and the rules.

P	v	$A(v)$	e	$A(e)$	Rule
$P_section_change$: Marks a transition to a new section using an edge with section_change =True.	C N	$A(C)[traversed]=True$; $A(N)[traversed]=False$;	$C \rightarrow N$	$A(C, N)[section_change]=True$;	Rule-Insert-Skipped: Inserts skipped nodes from the skip graph into the main graph at the transition point into the next section.
P_user_query: User asks a question after a traversed node with no skip or abandon status.	C	$A(C)[traversed]=True$; $A(C)[skipped]=False$; $A(C)[abandoned]=False$; $A(C)[dialogue_act]='user-query'$;			Rule-Handle-User-Input: Inserts a system response node after the current node.
P_yes_answer: User responds with a yes answer to a yes/no question.	C L R	$A(C)[response_required]=True$; $A(C)[traversed]=False$; $A(C)[abandoned]=False$; $A(C)[dialogue_act]=\{'yes-answer', 'statement'\}$;	$C \rightarrow L$ $C \rightarrow R$	$A(C, L)[label]='no_path'$; $A(C, R)[label]='yes_path'$;	Rule-Yes-Answer: Removes non-relevant branches and proceeds along the yes path.

<p>$P_{yn_other_answer}$: User responds with a no answer to a yes/no question.</p>	<p>C L R</p>	<p>$A(C)[response_required]=True$; $A(C)[traversed]=False$; $A(C)[abandoned]=False$; $A(C)[dialogue_act]=\{'no_answer', 'other_answer', 'no_response'\}$;</p>	<p>$C \rightarrow L$ $C \rightarrow R$</p>	<p>$A(C, L)[label]= 'no_path'$; $A(C, R)[label]= 'yes_path'$;</p>	<p>Rule-Other-Answer: Default action if 'yes-answer' not encountered. Removes non-relevant branches and proceeds along the no path.</p>
<p>P_{yes_answer}: User responds with a no answer to a yes/no question.</p>	<p>C L R</p>	<p>$A(C)[response_required]=True$; $A(C)[traversed]=False$; $A(C)[abandoned]=False$; $A(C)[dialogue_act]='yes_answer'$;</p>	<p>$C \rightarrow L$ $C \rightarrow R$</p>	<p>$A(C, L)[label]= 'no_path'$; $A(C, R)[label]= 'yes_path'$;</p>	<p>Rule-No-Answer: Removes non-relevant branches and proceeds along the no path.</p>
<p>P_{stuck_broken}: User is stuck on a 'broken-down' type question.</p>	<p>C</p>	<p>$A(C)[response_required]=True$; $A(C)[traversed]=False$; $A(C)[abandoned]=False$; $A(C)[skipped]=False$; $A(C)[is_stuck]=True$; $A(C)[type]='broken-down'$;</p>			<p>Rule-Stuck-Abandon-Broken-Down: Marks traversed current node as abandoned. Removes the follow-up nodes along the broken-down path and places them in the abandoned list.</p>

<p>$P_stuck_after_hint:$ User remains stuck after a hint.</p>	<p>PP P C</p>	<p>$A(PP, P, C)[response_required] = True; A(C)[traversed] = False;$ $A(PP, P)[traversed] = True;$ $A(PP, P, C)[skipped] = False;$ $A(PP, P, C)[is_stuck] = True;$ $A(PP, P, C)[is_engaged] = False;$ $A(PP, P, C)[is_stressed] = False;$ $A(C)[type] = 'hint';$ $A(PP, P)[type] = 'copy';$</p>	<p>$PP \rightarrow P$ $P \rightarrow C$</p>	<p>Rule-Stuck-Hint-Skip: Moves the current question and it's followups to the skip graph.</p>
<p>$P_stuck_thrice:$ User is stuck three times in a row.</p>	<p>PP P C</p>	<p>$A(PP, P, C)[response_required] = True; A(C)[traversed] = False;$ $A(PP, P)[traversed] = True;$ $A(PP, P, C)[skipped] = False;$ $A(PP, P, C)[is_stuck] = True;$ $A(PP, P, C)[is_engaged] = False;$ $A(PP, P, C)[is_stressed] = False;$ $A(PP, C)[type] = 'copy';$ $A(PP)[type] = 'normal';$</p>	<p>$PP \rightarrow P$ $P \rightarrow C$</p>	<p>Rule-Stuck-Hint: Adds a hint node after the current node.</p>
<p>$P_stuck_twice:$ User is stuck again on a rephrased question.</p>	<p>P C</p>	<p>$A(P, C)[response_required] = True; A(C)[traversed] = False;$ $A(P)[traversed] = True;$ $A(P, C)[skipped] = False;$ $A(P, C)[is_stuck] = True;$ $A(P, C)[is_engaged] = False;$ $A(P, C)[is_stressed] = False;$ $A(C)[type] = 'copy';$ $A(P)[type] = 'normal';$</p>	<p>$P \rightarrow C$</p>	<p>Rule-Stuck-Repeat-Again: Inserts another rephrased version of the question.</p>

<p>P_stuck_once: User is stuck first time on the current question.</p>	<p>C</p>	<p>$A(C)[response_required]=True$; $A(C)[traversed]=False$; $A(C)[is_stuck]=True$; $A(C)[is_engaged]=False$; $A(C)[is_stressed]=False$;</p>	<p>C</p>		<p>Rule-Stuck-Repeat: Inserts a rephrased version of the question.</p>
<p>$P_stressed_thrice_alt$: User has been stressed for three turns and an alternate path is present.</p>	<p>PP P C N</p>	<p>$A(PP, P, C)[response_required]=True$; $A(C)[traversed]=False$; $A(PP, P)[traversed]=True$; $A(PP, P, C)[skipped]=False$; $A(PP, P, C)[is_stuck]=False$; $A(PP)[type]='normal'$ $A(PP, P, C)[is_stressed]=True$;</p>	<p>$PP \rightarrow P$ $P \rightarrow C$ $C \rightarrow N$</p>	<p>$A(C, N)[label]='alternate'$</p>	<p>Rule-Stressed-Alternate: Removes the default path and it's followups while maintaining the alternate path</p>
<p>$P_stressed_alt_combo$: User has been stressed for three turns and no alternate path is present.</p>	<p>PP P C</p>	<p>$A(PP, P, C)[response_required]=True$; $A(C)[traversed]=False$; $A(PP, P)[traversed]=True$; $A(PP, P, C)[skipped]=False$; $A(PP)[type]='normal'$ $A(PP, P, C)[is_stressed]=True$;</p>	<p>$PP \rightarrow P$ $P \rightarrow C$</p>		<p>Rule-Stressed-Break-Down: Inserts simpler sub-questions (e.g., who, what, why)</p>

<p>$P_engaged_stuck$: User is stuck but engaged.</p>	<p>C</p>	<p>$A(C)[response_required]$ =True; $A(C)[traversed]$=False; $A(C)[skipped]$=False; $A(C)[type]$='normal' $A(C)[is_stressed]$=False; $A(C)[is_stuck]$=True; $A(C)[is_engaged]$=True;</p>			<p>Rule-Engaged-Stuck-Hint: Inserts a hint node to support the user.</p>
<p>$P_engaged_stuck_copy$: User is stuck on a rephrased question.</p>	<p>C</p>	<p>$A(C)[response_required]$ =True; $A(C)[traversed]$=False; $A(C)[type]$='copy' $A(C)[is_stressed]$=False; $A(C)[is_stuck]$=True; $A(C)[is_engaged]$=True;</p>			<p>Rule-Engaged-Stuck-Copy-Hint: Inserts a hint node to the original question instead of a rephrased question.</p>
<p>$P_engaged_stuck2_alt$: User has been engaged and stuck for the last two turns, and an alternate path is present.</p>	<p>P C N</p>	<p>$A(P, C)[response_required]$ =True; $A(P)[traversed]$=True; $A(C)[traversed]$=False; $A(C)[type]$='hint' $A(P, C)[is_stressed]$=False; $A(P, C)[is_stuck]$=True; $A(P, C)[is_engaged]$=True; $A(P, C)[skipped]$=False;</p>	<p>$P \rightarrow C$ $C \rightarrow N$</p>	<p>$A(C, N)[label]$ ='alternate'</p>	<p>Rule-Engaged-Stuck-Twice-Alternate: Removes the default path and maintains alternate path after repeated difficulty.</p>

<p>$P_engaged_stuck2$: User has been engaged and stuck for the last two turns.</p>	<p>P C</p>	<p>$A(P, C)[response_required]$ =True; $A(P)[traversed]$=True; $A(C)[traversed]$=False; $A(C)[type]$='hint' $A(P, C)[is_stressed]$=False; $A(P, C)[is_stuck]$=True; $A(P, C)[is_engaged]$=True; $A(P, C)[skipped]$=False;</p>	<p>$P \rightarrow C$</p>		<p>Rule-Engaged-Stuck-Twice: Inserts a sequence of follow-up questions.</p>
<p>$P_other_answer_alt$: User has been engaged and stuck for the last two turns.</p>	<p>C N</p>	<p>$A(C, N)[response_required]$ =True; $A(C, N)[traversed]$=False; $A(C)[dialogue_act]$='other-answer'</p>	<p>$C \rightarrow N$</p>	<p>$A(C, N)[label]$ ='alternate'</p>	<p>Rule-Other-Answer-Alternate: Removes the non-alternate path.</p>
<p>P_other_answer: User does not know the answer.</p>	<p>C N</p>	<p>$A(C, N)[response_required]$ =True; $A(C, N)[traversed]$=False; $A(C)[dialogue_act]$='other-answer'</p>			<p>Rule-Abandon-Other-Answer: Marks the node as abandoned and puts any followups in the abandoned list.</p>

<p>$P_off_topic_3_alt$: User has been off topic for the last three turns, and an alternate path has been provided.</p>	<p>PP P C N</p>	<p>$A(PP, P, C)[response_required] = True$; $A(C)[traversed] = False$; $A(PP, P)[traversed] = True$; $A(PP, P, C)[skipped] = False$; $A(PP, P, C)[is_engaged] = True$; $A(PP)[type] = 'normal'$ $A(P, C)[type] = 'prompt'$ $A(PP, P, C)[is_offtopic] = True$;</p>	<p>$PP \rightarrow P$ $P \rightarrow C$ $C \rightarrow N$</p>	<p>$A(C, N)[label] = 'alternate'$</p>	<p>Rule-OffTopic-Thrice-Alternate: Removes the default path and it's followups while maintaining the alternate path.</p>
<p>$P_off_topic_thrice$: User has been off topic for the last three turns.</p>	<p>PP P C</p>	<p>$A(PP, P, C)[response_required] = True$; $A(C)[traversed] = False$; $A(PP, P)[traversed] = True$; $A(PP, P, C)[skipped] = False$; $A(PP, P, C)[is_engaged] = True$; $A(PP)[type] = 'normal'$ $A(P, C)[type] = 'prompt'$ $A(PP, P, C)[is_offtopic] = True$;</p>	<p>$PP \rightarrow P$ $P \rightarrow C$</p>		<p>Rule-OffTopic-Thrice-Skip: Skips the question and it's follow-ups and moves it to the skip graph.</p>
<p>$P_off_topic_twice$: User has been off topic for the last two turns.</p>	<p>P C</p>	<p>$A(P, C)[response_required] = True$; $A(C)[traversed] = False$; $A(P)[traversed] = True$; $A(P, C)[skipped] = False$; $A(P, C)[is_engaged] = True$; $A(P)[type] = 'normal'$ $A(C)[type] = 'prompt'$ $A(P, C)[is_offtopic] = True$;</p>			<p>Rule-OffTopic-Twice-Insert-Prompt: Inserts a prompt node to redirect the user back to the topic.</p>

<i>P_off_topic_once:</i> User has been off topic the current turn.	<i>C</i>	<i>A(C)[response_required]</i> =True; <i>A(C)[traversed]</i> =False; <i>A(P,C)[skipped]</i> =False; <i>A(P,C)[is_engaged]</i> =True; <i>A(C)[type]</i> ='normal' <i>A(C)[is_offtopic]</i> =True;			∞	Rule-OffTopic-Once-Prompt: Inserts a prompt node to redirect the user back to the topic.
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