Tracking of Enriched Dialog States for Flexible Conversational Information Access

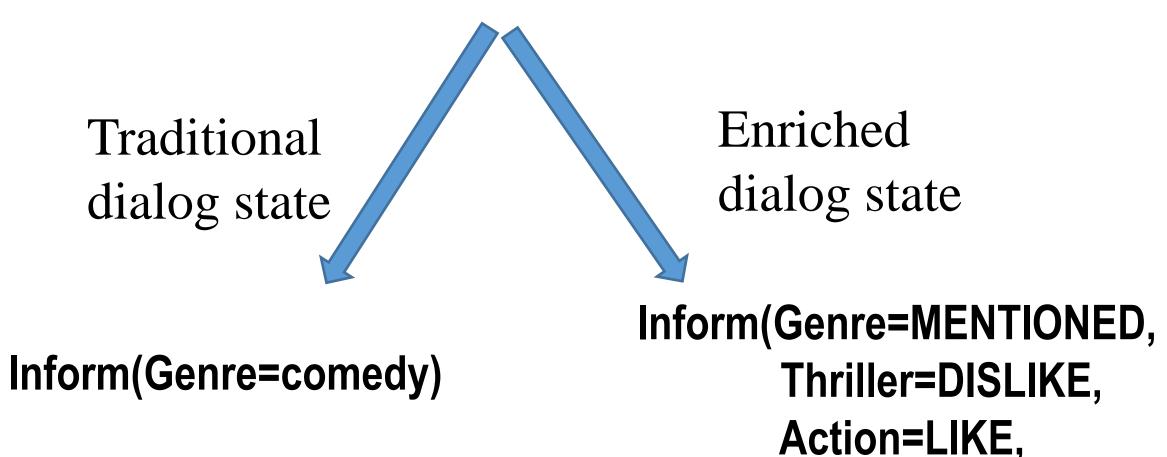


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Motivation

I don't like thrillers; I love action movies and comedies.



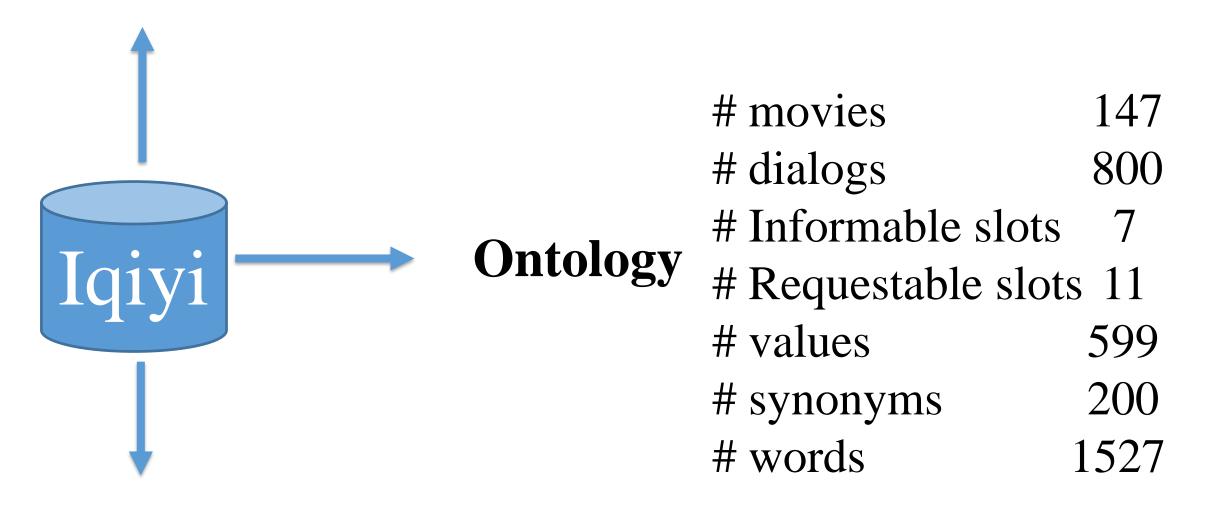
Iqiyi movie dialog dataset

Value labels η_v : LIKE, DISLIKE, NOT_MENTIONED

Slot labels ξ_s : DON'T_CARE, MENTIOEND, NOT_MENTIONED

Comedy=LIKE)





Dialog Tasks

Searching task: I want frightening films directed by Cameron.

Enquiring task: How's the rating of Aliens?

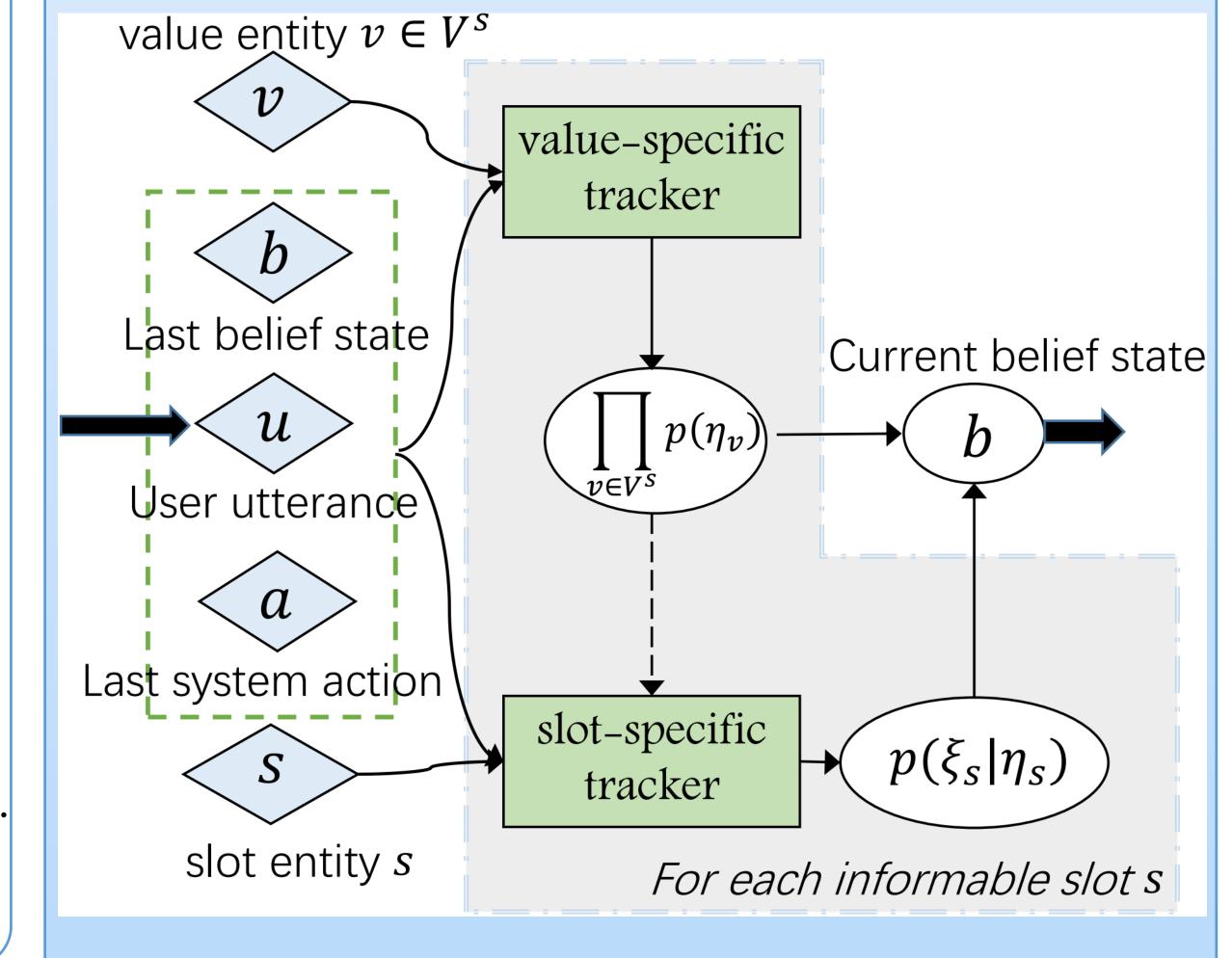
Mixing task: How's the rating of Cameron's thrillers?

Enriched Dialog State Tracker

Assumption:

- ◆ The dialog is Markovian.
- ◆ Informable slots are independent.
- ◆ Values of each informable slot are also independent.

$$p(\xi, \eta) = \prod_{s \in S} p(\xi_s, \eta_s) = \prod_{s \in S} p(\xi_s | \eta_s) p(\eta_s)$$
$$= \prod_{s \in S} \left(p(\xi_s | \eta_s) \prod_{v \in V^S} p(\eta_v) \right)$$



Value-specific tracker Output prediction y Context modelling r_f Belief states decoding h_f Value-specific Value-specific Value-specific state vector $f_1(v,b)$ embedding matrix $f_3(v,u)$ act vector $f_2(a, v)$ Input value $oldsymbol{v}$ Action Comedy Last belief states b Last System acts a User utterance *u*

| Evaluation | | | | | | | |
|-------------|------------|---------|------------|---------|------------|---------|--|
| Data | WC | WOZ 2.0 | | DSTC2 | | Iqiyi | |
| set | Joint Goal | Request | Joint Goal | Request | Joint Goal | Request | |
| EDST +dict. | 87.5 | 95.3 | | | 70.1 | 97.4 | |
| EDST | 85.2 | 95.2 | 73.9 | 96.6 | 63.6 | 97.0 | |
| EDST | 63.0 | 90.5 | | | | | |
| -spec. | | | | | | | |
| NBT | 84.4 | 91.6 | 73.4 | 96.5 | | | |
| MemN2N | | | 74 | | | | |
| RNN+dict. | 83.7 | 87.6 | 72.9 | 95.7 | | | |
| RNN | 70.8 | 87.1 | 69.1 | 95.7 | | | |
| Template | | | | | 46.3 | 82.5 | |