

# Lecture 8

## Intelligent Agents

COMP 474/6741, Winter 2021

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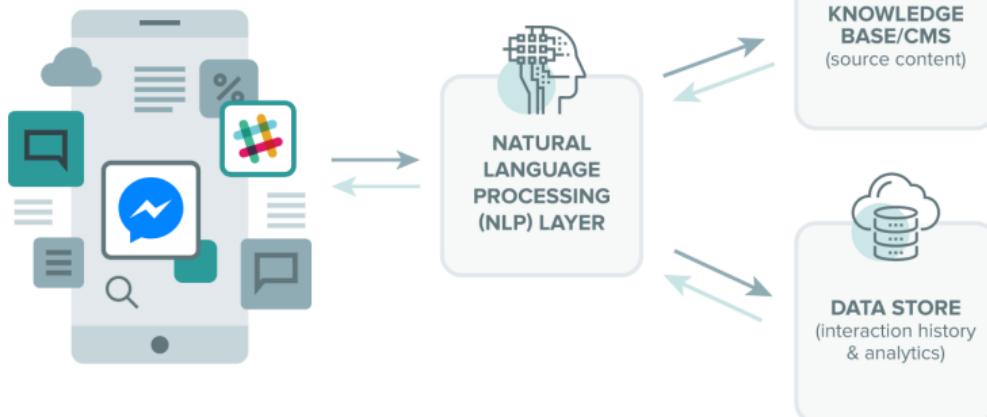
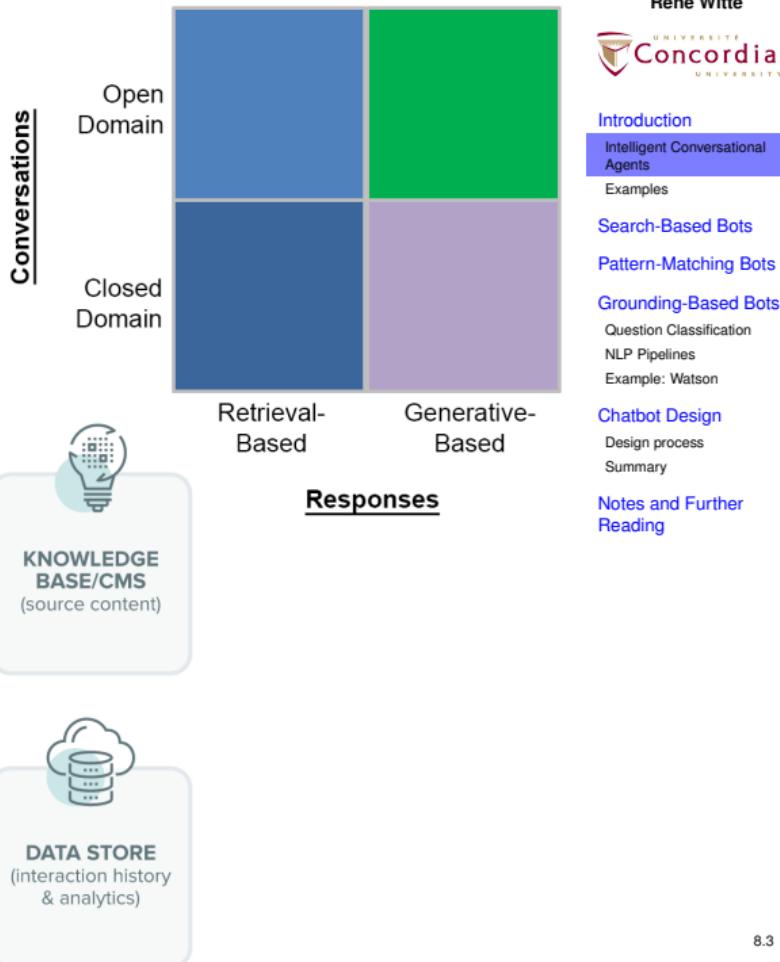
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# Intelligent Conversational Agents

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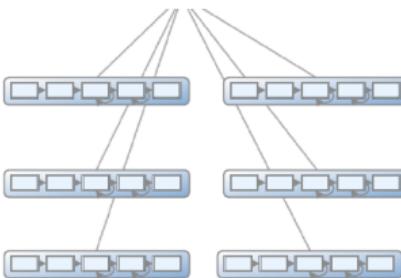
- A **software program** that can interpret and respond to statements made by users in a **natural language**
- Different types of chatbots
  - Generic vs. Goal-oriented
  - Retrieval vs. Generative (Deep Learning)
- Similar architecture, different stacks





## Web Services Directory

| All              | Viewing 1 to 1377 of 1377 APIs |                                     |
|------------------|--------------------------------|-------------------------------------|
|                  | API                            | Description                         |
| Advertising (15) |                                |                                     |
| Answers (5)      | Google Maps                    | Mapping services                    |
| Blog Search (7)  | Flickr                         | Photo sharing service               |
| Blogging (21)    | YouTube                        | Video sharing and search            |
| Bookmarks (16)   | Amazon eCommerce               | Online retailer                     |
| Calendar (5)     | Twitter                        | Microblogging service               |
| Chat (13)        | eBay                           | Online auction marketplace          |
| Database (12)    |                                |                                     |
| Email (30)       | Microsoft Virtual Earth        | Mapping services                    |
| Enterprise (40)  | del.icio.us                    | Social bookmarking                  |
| Events (14)      | Google Search                  | Search services                     |
| Fax (2)          | Yahoo Maps                     | Mapping services                    |
| Feeds (12)       |                                |                                     |
| File Sharing (6) | Yelp                           | Local user reviews and city guides  |
| Financial (77)   | hostip.info                    | IP lookup                           |
| Food (3)         | Netvibes                       | Personalized home page with widgets |
| Games (21)       |                                |                                     |
| Government (30)  | PayPal                         | Online payments                     |
| Internet (90)    | Rhapsody                       | Online music services               |
|                  | WeatherBug                     | Weather forecast services           |



# Web Services and APIs

## Domain & Task Models

## Guided Dialog

<https://tomgruber.org/writing/semtech09.htm>

# Siri Presentation

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A screenshot of a Vimeo video player. The video frame shows a man with a beard and short hair, wearing a dark green striped shirt, speaking. He is gesturing with his hands clasped together. The background is dark with some vertical light streaks. The video player interface includes a play button, a progress bar showing 43:18, and a control bar with volume and settings icons. Above the video, the Vimeo logo and navigation links (Product, Solutions, Watch, Pricing) are visible. To the right of the video are search, login, and new video buttons. On the far right of the player are five interaction icons: a heart, a clock, a document, and a paper airplane. Below the video, the title reads "KEYNOTE: The Game Changer: Siri, a Virtual Personal Assistant". It says "11 years ago | More" and has a "Semantic Web" channel link with a "Follow" button. To the right, there's a "Related Videos" section with a thumbnail for another video titled "KEYNOTE: Th... Semantic Web".

KEYNOTE: The Game Changer: Siri, a Virtual Personal Assistant

11 years ago | More

Semantic Web [Follow](#)

Related Videos

Autoplay next video

 KEYNOTE: Th... Semantic Web



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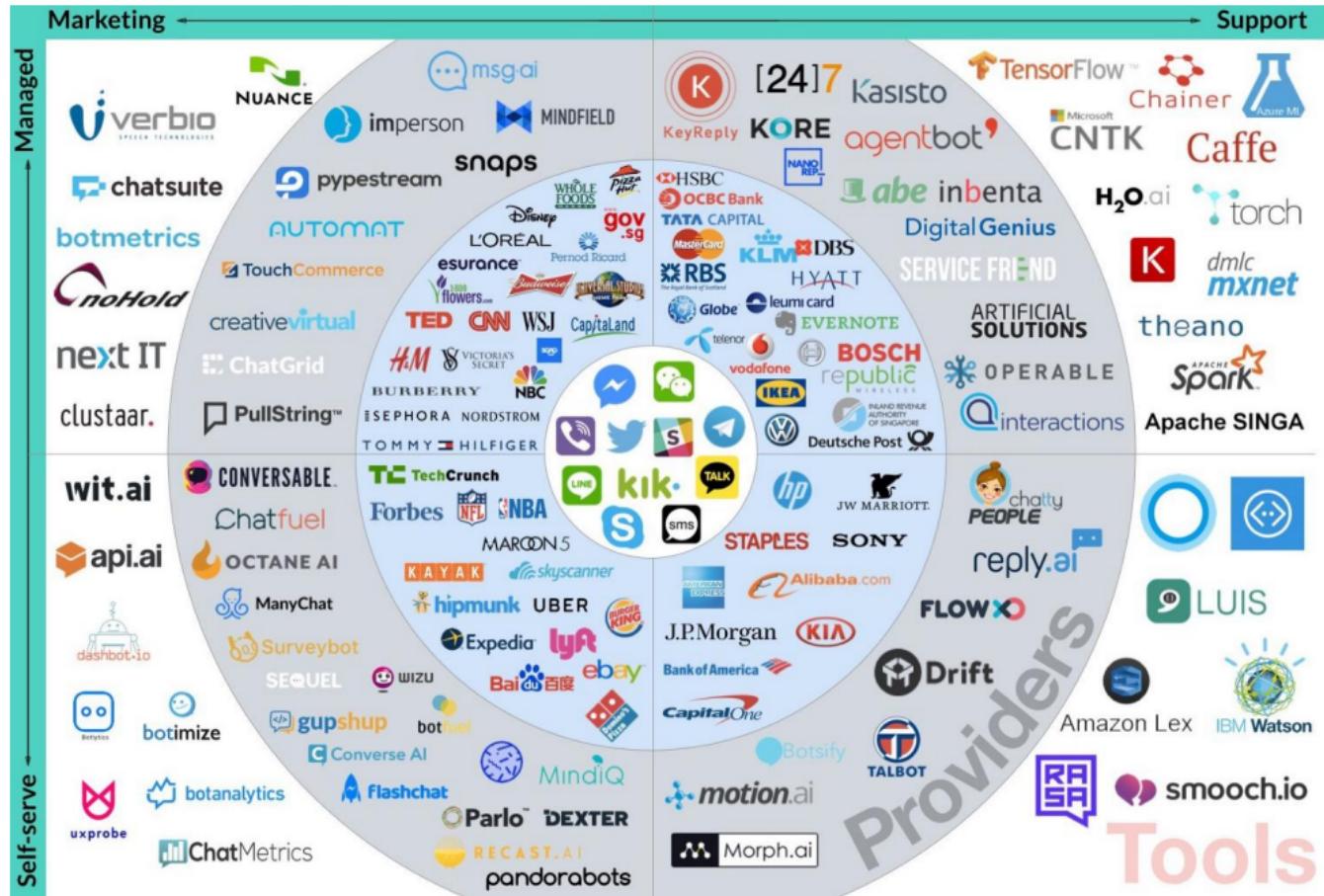
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<https://vimeo.com/5424527>

# The Chatbots Landscape

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## Modern approaches

Pattern matching: Regex matching and response templates (canned responses)

Grounding: Knowledge graphs and inference on those graphs

Search: Text retrieval

Generative: Statistics and machine learning

## Hybrid approaches

Using multiple (or all four) techniques in one bot

## Examples

**Question answering:** Google Search, Alexa, Siri, Watson

**Virtual assistants:** Google Assistant, Alexa, Siri, MS paperclip

**Conversational:** Google Assistant, Google Smart Reply, Mitsuki Bot

**Marketing:** Twitter bots, blogger bots, Facebook bots, Google Search, Google Assistant, Alexa, Allo

**Customer service:** Storefront bots, technical support bots

**Community management:** Bonusly, Slackbot

**Therapy:** Woebot, Wysa, YourDost, Siri, Allo

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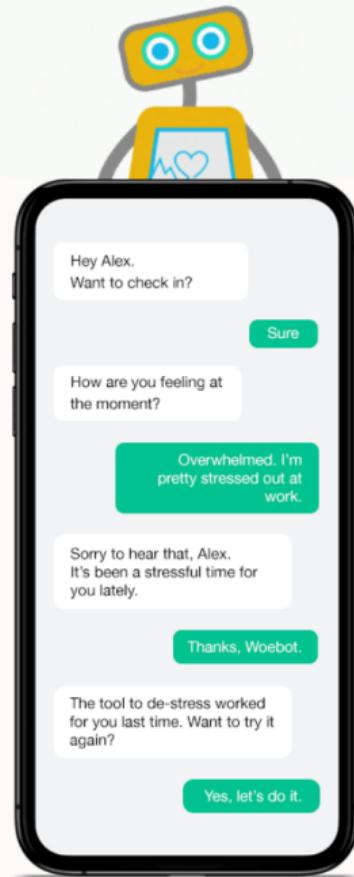
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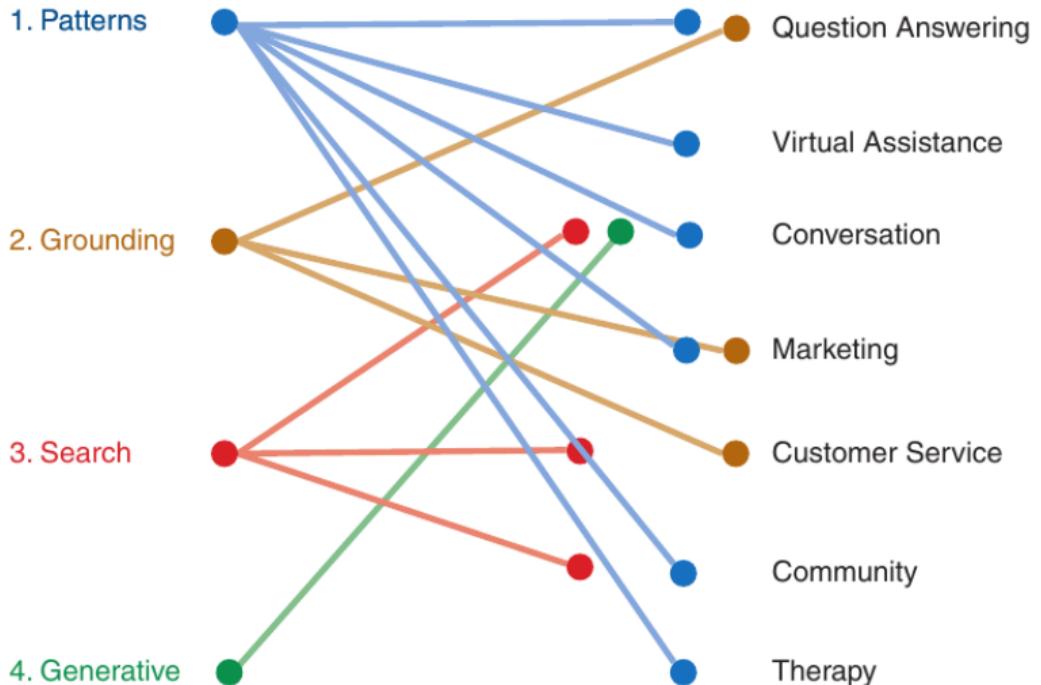
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## Tiny conversations to feel your best



# Chatbot techniques used for some example applications

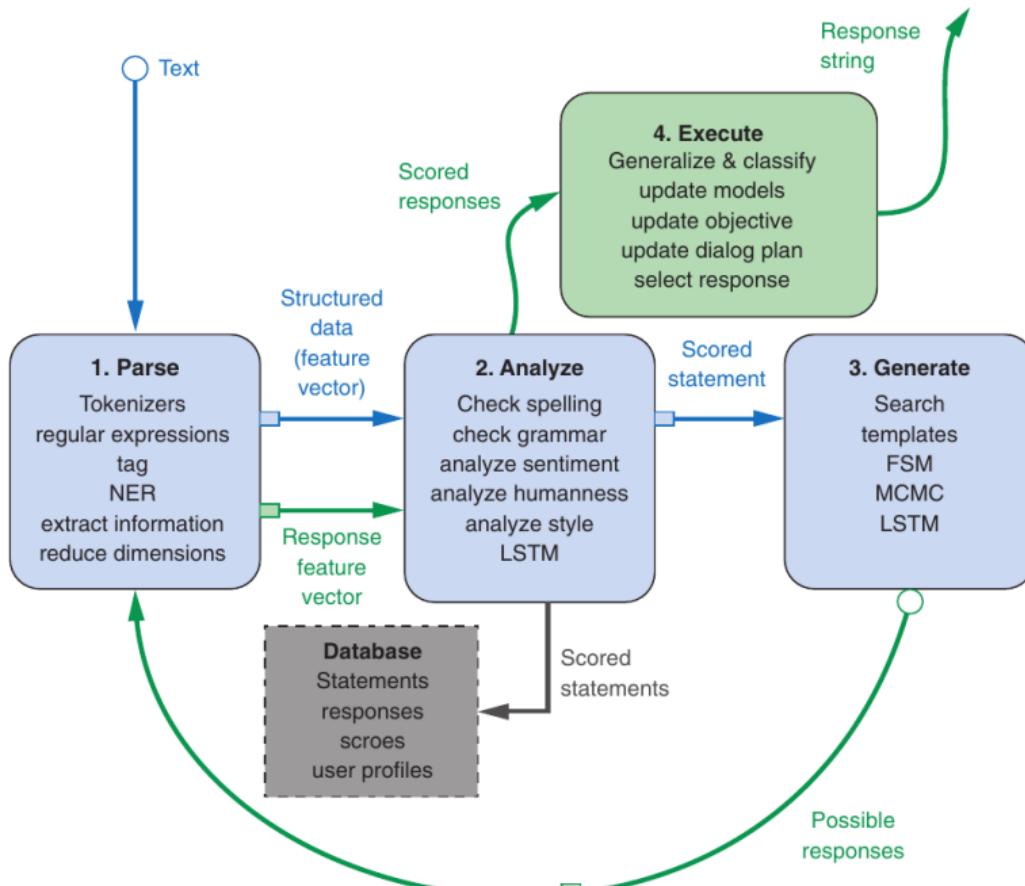
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# Chatbot recirculating (recurrent) pipeline

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## Bots promoting movies, TV shows, video games, ...

- HBO promoted “Westworld” with “Aeden”
- Sony promoted “Resident Evil” with “Red Queen”
- Disney promoted “Zootopia” with “Officer Judy Hopps”
- Universal promoted “Unfriended” with “Laura Barnes”
- Activision promoted “Call of Duty” with “Lt. Reyes”

Call of Duty: Infinite Warfare's first victory: 6M bot messages on Facebook

MIKE MINOTTI @TOLKOTO MAY 3, 2016 11:40 AM



The leader of the Settlement Defense Front in Call of Duty: Infinite Warfare.

Image Credit: Activision

### GAMESBEAT SUMMIT

The most intimate gaming event of the year

Los Angeles  
April 28 - 29

Register Today

<https://venturebeat.com/2016/05/03/call-of-duty-infinite-warfares-first-victory-6m-bot-messages-on-facebook/>

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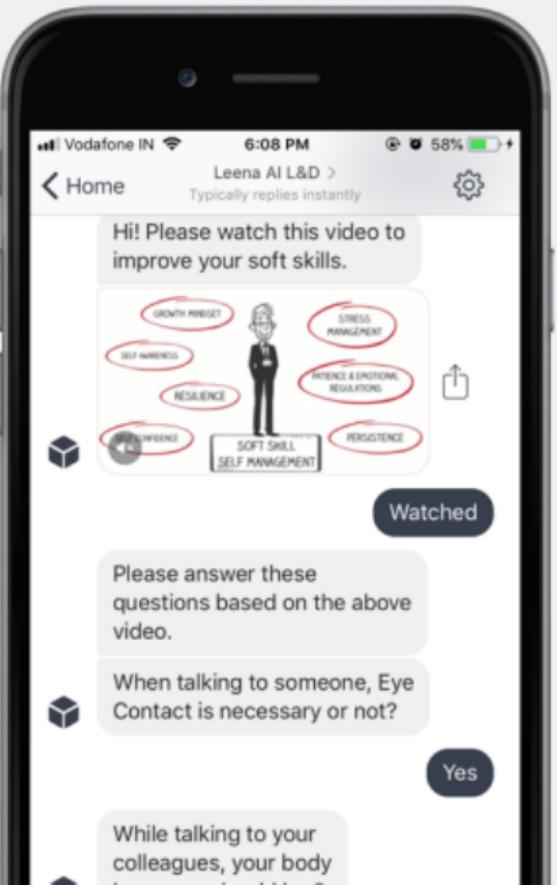
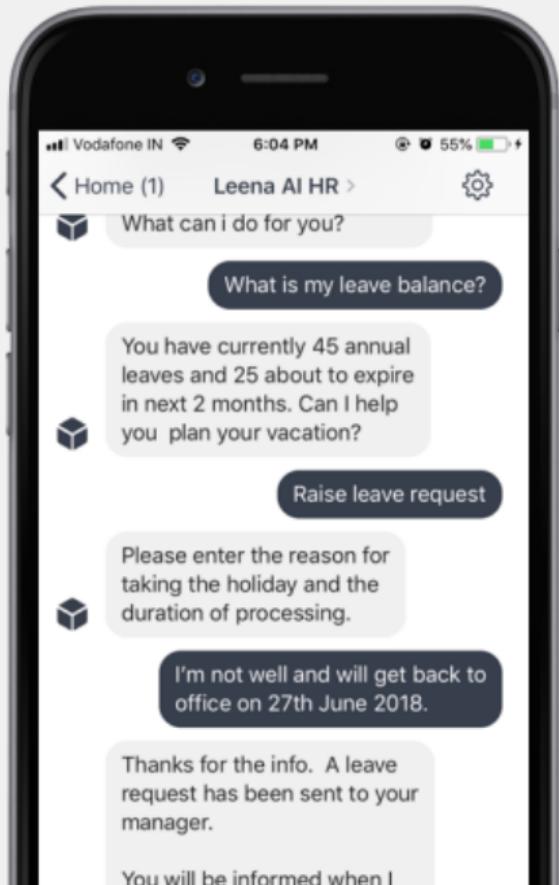
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CONTACT : +91 99990 54014  
sales@leena.ai

▶ ▶! 🔍 2:11 / 2:13

HD 🎞

Leena AI Customer Story: Reliance Capital

<https://www.youtube.com/watch?v=aiuDC2OSIYE>

## NEWS

# Y Combinator Graduate & HRTech Startup Leena AI Raises \$2 Mn Seed Fund



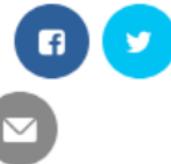
Bhumika Khatri

Inc42 Staff

20 Sep '18 • 4 min read

## SHARE STORY

232 SHARES



- Leena AI has raised funds from the investors from US, Latin America, Indonesia, Middle East and India
- Kunal Bahl and Rohit Bansal (founders of Indian ecommerce platform Snapdeal) also invested in the round
- The company plans to use the funds for product development and international expansion

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# Chatbot lawyer overturns 160,000 parking tickets in London and New York

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**Free service DoNotPay helps appeal over \$4m in parking fines in just 21 months, but is just the tip of the legal AI iceberg for its 19-year-old creator**



▲ DoNotPay has been helping Londoners and New Yorkers fight illegal parking fines, like this one from Lambeth in London. Photograph: Alamy

An artificial-intelligence lawyer chatbot has successfully contested 160,000 parking tickets across London and New York for free, showing that chatbots can actually be useful.

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# Perceived Business Benefits

- “Top 5 Emerging Technologies in 2018” (Gartner)
- Global Market to reach \$1-3B by 2025, CAGR of 25-40%
- Huge benefits across the value chain:
  - Sales & Marketing
  - HR & Operations
  - Service & Payment
  - Retention & Growth

The screenshot shows a web browser window with the URL gartner.com. The page title is "Gartner". Below it is a search bar and a user icon. The main content is an article titled "Gartner Says 25 Percent of Customer Service Operations Will Use Virtual Customer Assistants by 2020".

**Gartner Says 25 Percent of Customer Service Operations Will Use Virtual Customer Assistants by 2020**

The screenshot shows a web browser window with the URL businessinsider.com. The page title is "BUSINESS INSIDER". Below it is a social media sharing bar. The main content is an article titled "80% of businesses want chatbots by 2020".

**80% of businesses want chatbots by 2020**

Business Insider Intelligence Dec. 14, 2016, 10:15 AM



Potential Annual US Salary Savings Created By Chatbots



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[Login](#)

Search

TC Early Stage  
2021

Startups

Videos

Audio

Newsletters

Extra Crunch

The TC List

Advertise

Events

—

More

# Chatbot startup Heyday raises \$5.1M



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Anthony Ha @anthonyha / 6:51 PM GMT-5 • March 10, 2021

Comment

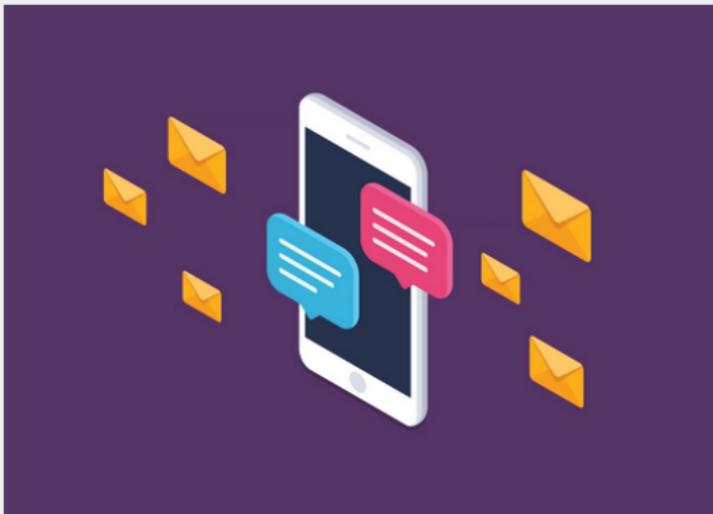


Image Credits: Getty Images

Montreal-based [Heyday](#) announced today that it has raised \$6.5 million Canadian (\$5.1 million in US dollars) in additional seed funding.

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## Realizing Chatbots in Higher Education

Edubots is an ongoing [Erasmus+ Knowledge Alliance](#) project, funded by the European Commission for 2019-2021.

We welcome all educators in Europe to join our learning community to participate in the project activities and make use of the research, learning resources and tools that will be made available.

[Sign up for Pilot](#)[Learn more](#)

<https://www.edubots.eu>

→ **Worksheet #7: Task 1**



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▲  
8  
votes  
▼

**Question:** I have a echo & echo dot in my house, can i use this on another wifi system?

**Answer:** Yes you can. As part of the set up process you select the wifi network you want it attached.

By Jon4093 on October 16, 2018

▼ See more answers (5)

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## Information Retrieval-based Approach

Given a corpus of previously answered questions

- Create tf-idf vector of the question
- Compute cosine similarity with either:
  - tf-idf vectors of answers (if only answers available)
  - tf-idf vectors of questions (if question/answer pairs available)

## Example Dataset

1.4 million answered questions from Amazon:

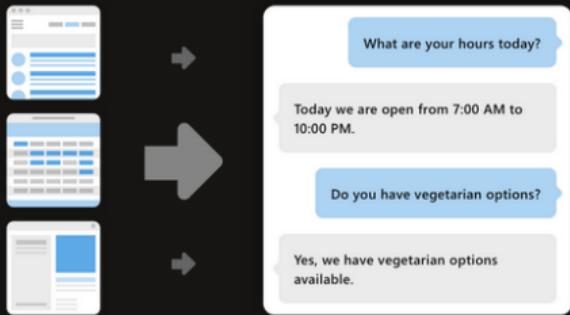
<https://jmcauley.ucsd.edu/data/amazon/qa/>

Try QnA Maker managed (Preview) - released with deep learning and easy resource management. [Learn more.](#)

# From data to bot in minutes

Build, train and publish a sophisticated bot using FAQ pages, support websites, product manuals, SharePoint documents or editorial content through an easy-to-use UI or via REST APIs.

[Get started >](#)



## Test the knowledge base

[QnA Maker GA \(stable release\)](#)

[QnA Maker managed \(preview release\)](#)

1. In the QnA Maker portal, in the upper right, select **Test** to test that the changes you made took effect.
2. Enter an example user query in the textbox.

I want to know the difference between 32 bit and 64 bit Windows

The screenshot shows the QnA Maker Test interface. At the top left is a checkbox labeled "Published KB ?" and a "Start over" button. Below the input field, the user query "I want to know the difference between 32 bit and 64 bit Windows" is displayed in a blue bar. To the right of the query are two buttons: "Inspect" and "You". The main content area displays the system's response: "The terms 32-bit and 64-bit refer to the way a computer's processor (also called a CPU) handles information. The 64-bit version of Windows handles large amounts of random access memory (RAM) more effectively than a 32-bit system. Not all devices can run the 64-bit versions of Windows." At the bottom left, it says "TestSurfaceManual (Test) at 1:30 PM". A text input field at the bottom is placeholder text "Type your message here ...".

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# Eliza Example

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## Eliza + DOCTOR script

If the input sentence is:

*I am very unhappy these days.*

Eliza's response will be:

*How long have you been very unhappy these days?*

## Processing

Keyword:

*I am*

Decomposition pattern:

*I am <whatever>*

Reassembly Pattern:

*How long have you been <whatever>?*

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# Pattern-response matching

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```
"(.*)?do you remember (.*)?": [  
    "Did you think I would forget $2?",  
    "Why do you think I should recall $2 now?",  
    "What about $2?",  
    "You mentioned $2",  
,  
  
"(.*)?my mother (.*)?": [  
    "Who else in your family $2?",  
    "Tell me more about your family",  
,  
  
"(.*)?why don't you (.*)?": [  
    "Should you $2 yourself?",  
    "Do you believe I don't $2?",  
    "Perhaps I will $2 in good time",  
,
```

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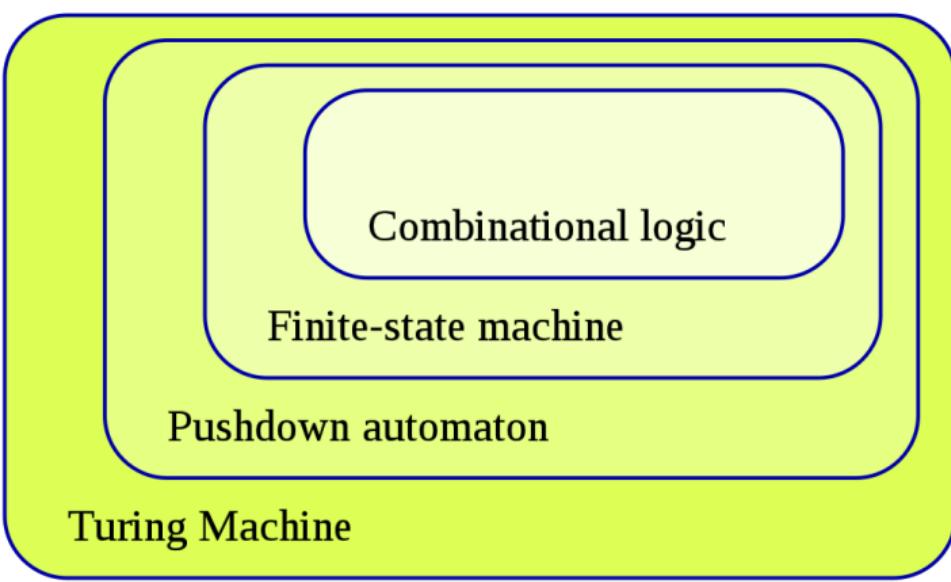
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## Finite State Machine

A.k.a deterministic finite automaton (DFA).



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## Basic Concepts ([https://en.wikipedia.org/wiki/Regular\\_expression](https://en.wikipedia.org/wiki/Regular_expression))

**Boolean "or":** A vertical bar separates alternatives. For example, gray|grey can match "gray" or "grey".

**Grouping:** Parentheses are used to define the scope and precedence of the operators (among other uses). For example, gray|grey and gr(a|e)y are equivalent patterns which both describe the set of "gray" or "grey".

**Quantification:** A quantifier after a token (such as a character) or group specifies how often that a preceding element is allowed to occur:

- ? The question mark indicates zero or one occurrences of the preceding element. For example, colou?r matches both "color" and "colour".
- \* The asterisk indicates zero or more occurrences of the preceding element. For example, ab\*c matches "ac", "abc", "abbc", "abbcc", and so on.
- + The plus sign indicates one or more occurrences of the preceding element. For example, ab+c matches "abc", "abbc", "abbcc", and so on, but not "ac".
- {n} The preceding item is matched exactly n times.
- {min,} The preceding item is matched min or more times.
- {min,max} The preceding item is matched at least min times, but not more than max times.

→ Worksheet #7: Task 2

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## Towards Chatbot Frameworks

- Open standard, started in 1995 by Richard Wallace et al.
- Used in the A.L.I.C.E. chatbot (and many others)
- Using XML-based patterns
- AIML kernel loads patterns and responds when match is found

## Example

```
<category>
  <pattern>HELLO *</pattern>
  <template>Hi, human!</template>
</category>
<category>
  <pattern>WHAT IS YOUR NAME</pattern>
  <template>I am ConUBot, your helpful assistant.</template>
</category>
```

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```
<?xml version="1.0" encoding="UTF-8"?><aiml version="2.0">
<category>
    <pattern>HI</pattern>
    <template>Hi!</template>
</category>

<category>
    <pattern>[HELLO HI YO YOH YO']<br/>
        [ROSA ROSE CHATTY CHATBOT BOT CHATTERBOT]</pattern>
    <template>Hi , How are you?</template>
</category>

<category>
    <pattern>[HELLO HI YO YOH YO' 'SUP SUP OK HEY]<br/>
        [HAL YOU U YALL Y'ALL YOUS YOUSE]</pattern>
    <template>Good one.</template>
</category>
</aiml>
```

(from [LHH19, Chapter 12])

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## Python Implementations

- E.g., PyAiml, aiml, aiml\_bot
- Support AIML 1.0 only :(

```
<?xml version="1.0" encoding="UTF-8"?>
<aiml version="1.0.1">
<category>
  <pattern>HELLO *</pattern>
  <template>Hi Human!</template>
</category>
<category>
  <pattern>HELLO TROLL</pattern>
  <template>Good one, human.</template>
</category>
</aiml>
```

### Using aiml\_bot

```
import aiml_bot
bot = aiml_bot.Bot(learn="conubot.aiml")
```

In : bot.respond("Hello\_Conubot!!!")  
Out: 'Hi\_Human!'

See <https://pypi.org/project/AIML-Bot/>

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# Random answers

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```
<?xml version="1.0" encoding="UTF-8"?>
<aiml version="1.0.1">
    <category>
        <pattern>HELLO *</pattern>
        <template>
            <random>
                <li>Hi Human!</li>
                <li>Hi there!</li>
                <li>Hello!</li>
            </random>
        </template>
    </category>
    <category>
        <pattern>HELLO TROLL</pattern>
        <template>
            <random>
                <li>Good one, human.</li>
                <li>Clever!</li>
            </random>
        </template>
    </category>
</aiml>
```

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# Sessions and Predicates

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```
<aiml version="1.0.1" encoding="UTF-8">
  <category>
    <pattern>MY DOGS NAME IS *</pattern>
    <template>
      That is interesting that you have a dog
      named <set name="dog"><star/></set>
    </template>
  </category>
  <category>
    <pattern>WHAT IS MY DOGS NAME</pattern>
    <template>
      Your dog's name is <get name="dog"/>.
    </template>
  </category>
</aiml>
```

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## Example

My dogs name is Max

That is interesting that you have a dog named Max

...

What is my dogs name?

Your dog's name is Max.

<https://www.devdungeon.com/content/ai-chat-bot-python-aiml#sessions>

```
<card>
  <image>www.png</image>
  <title>Italian Greyhound</title>
  <subtitle>A very good dog</subtitle>
  <button>
    <text>AIML How-To</text>
    <postback>HOW TO</postback>
  </button>
  <button>
    <text>Back To Tour</text>
    <postback>RESUME TOUR</postback>
  </button>
</card>
```



**Italian Greyhound**  
A very good dog

[AIML How-To](#)

[Back to Tour](#)

<http://www.aiml.foundation/doc.html>

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# Pandorabots (<https://pandorabots.com>)

Cloud-based platform for AIML 2.0 bots

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pandorabots

MY BOTS **bender** 3

CLUBHOUSE >

HELP >

Integrations

| Name / AppID        | Status | Channel |
|---------------------|--------|---------|
| Clubhouse           | -      | Add     |
| Web Widget          | -      | 🔒       |
| Amazon Echo         | -      | 🔒       |
| Browser Integration | -      | 🔒       |
| Facebook Messenger  | -      | 🔒       |
| kik- Kik Messenger  | -      | 🔒       |
| Line                | -      | 🔒       |
| Skype               | -      | 🔒       |
| Slack               | -      | 🔒       |
| Telegram            | -      | 🔒       |
| Twilio              | -      | 🔒       |
| Twitter             | -      | 🔒       |

A purple speech bubble icon is located at the bottom right of the table.

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## Other bot languages

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### API.ai

Proprietary, intuitive language for dialog specifications

- Dialogue history, location and user preferences
- Developed by startup Speaktoit, released as api.ai in 2014

### Dialogflow

API.ai was bought by Google in 2016 and renamed in 2017 to [Dialogflow](#)

- Powers Google Assistant and other services

The screenshot shows the Dialogflow website. At the top, there's a navigation bar with links for 'Overview' (which is underlined in orange), 'Case studies', 'Docs', 'Blog', 'Pricing', and 'Support'. To the right of the navigation are a search bar, a 'Go to console' button, and a 'Sign in' button. Below the navigation, a large heading reads 'Build natural and rich conversational experiences'. Underneath this heading is a paragraph of text: 'Give users new ways to interact with your product by building engaging voice and text-based conversational interfaces, such as voice apps and chatbots, powered by AI. Connect with users on your website, mobile app, the Google Assistant, Amazon Alexa, Facebook Messenger, and other popular platforms and devices.' At the bottom left is an orange 'Sign up for free' button. On the right side of the page, there's a large promotional image for a video titled 'Intro to Dialogflow'. The image features a woman sitting at a desk with a laptop, and various icons for YouTube, a play button, and social sharing.



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# Amazon Lex

Conversational interfaces for your applications powered by the same deep learning technologies as Alexa

Get started with Amazon Lex

Amazon Lex is a service for building conversational interfaces into any application using voice and text. Amazon Lex provides the advanced deep learning functionalities of automatic speech recognition (ASR) for converting speech to text, and natural language understanding (NLU) to recognize the intent of the text, to enable you to build applications with highly engaging user experiences and lifelike conversational interactions. With Amazon Lex, the same deep learning technologies that power Amazon Alexa are now available to any developer, enabling you to quickly and easily build sophisticated, natural language, conversational bots (["chatbots"](#)).

Speech recognition and natural language understanding are some of the most challenging problems to solve in computer science, requiring sophisticated deep learning algorithms to be trained on massive amounts of data and infrastructure. Amazon Lex democratizes these deep learning technologies by putting the power of Amazon Alexa within reach of all developers. Harnessing these technologies, Amazon Lex enables you to define entirely new categories of products made possible through conversational interfaces.

As a fully managed service, Amazon Lex scales automatically, so you don't need to worry about managing infrastructure. With Amazon Lex, you pay only for what you use. There are no upfront commitments or minimum fees.

<https://aws.amazon.com/lex/>



INTRO TO  
Lex

Intro to Lex

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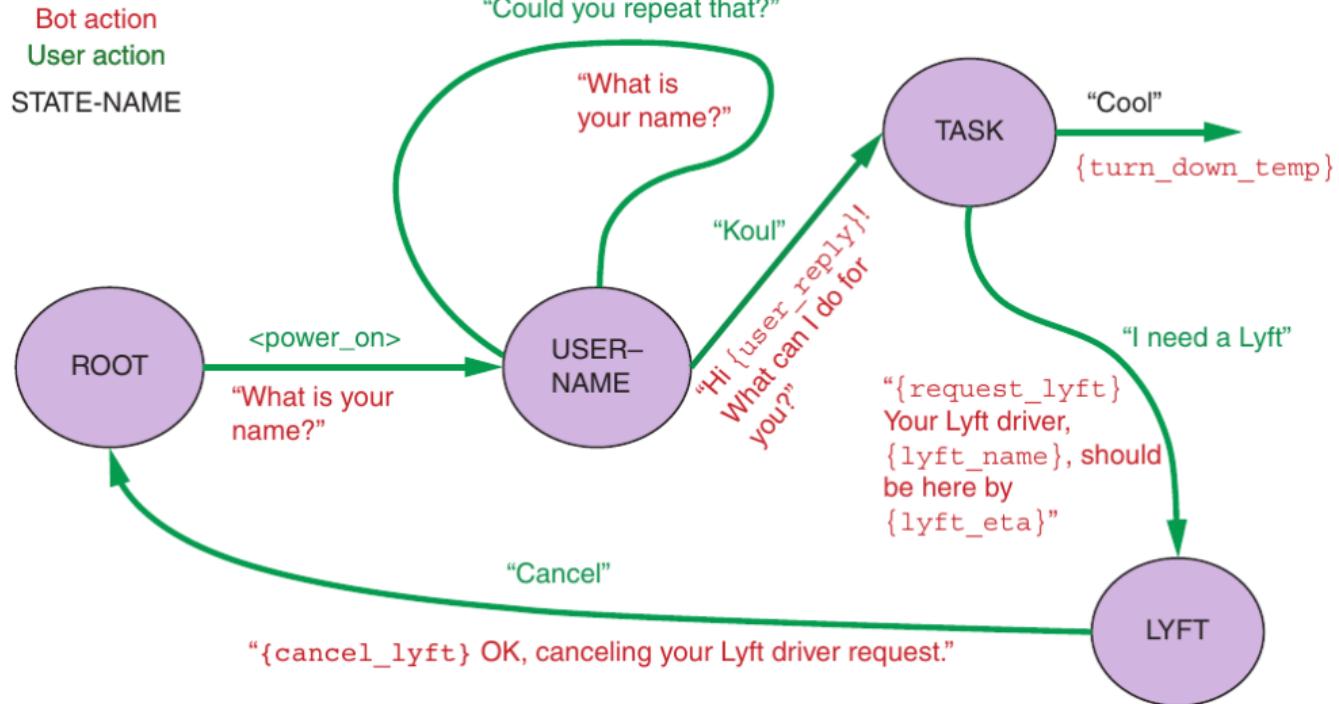
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# Managing State (Context)

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## Adding Knowledge

- Using a [knowledge graph](#) when creating answers
- More scalable than hard-coding every possible answer in patterns

## From the lab exercises...

① *What is <X>?*

E.g., “*What is Concordia University?*”

② ⇒ query DBpedia to retrieve the `rdfs:comment` (in the user’s language) of X

*Concordia University (commonly referred to as Concordia) is a public comprehensive university located in Montreal, Quebec, Canada.*

*Founded in 1974 following the merger of Loyola College and Sir George Williams University, Concordia is one of the three universities in Quebec where English is the primary language of instruction.*

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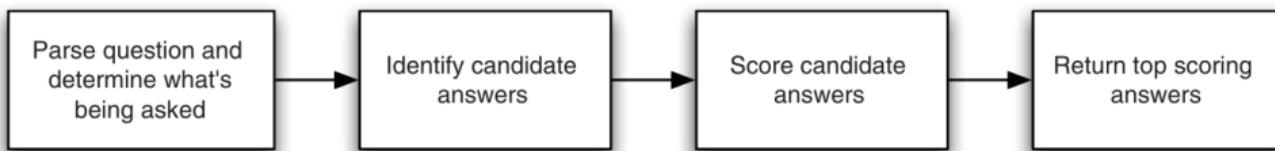
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# Question-answering Workflow

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## Classifying Questions

Different types of questions require different SPARQL query structures (ASK, SELECT, using COUNT, etc.)

| Answer type (training code) | Example   |
|-----------------------------|---|
| Person (P)                  | Which Ivy League basketball player scored the most points in a single game during the 1990s?            |
| Location (L)                | Which city generates the highest levels of sulphur dioxide in the world?                                |
| Organization (O)            | Which ski resort was named the best in North America by readers of <i>Conde Nast Traveler</i> magazine? |
| Time point (T)              | What year did the Pilgrims have their first Thanksgiving feast?   |
| Duration (R)                | How long did <i>Gunsmoke</i> run on network TV?   |
| Money (M)                   | How much are Salvadoran workers paid for each \$198 Liz Claiborne jacket they sew?                      |

## Question Types (contd.)

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| Answer type (training code) | Example  |
|-----------------------------|--|
| Percentage (C)              | What percentage of newspapers in the U.S. say they are making a profit from their online site?   |
| Amount (A)                  | What is the lowest temperature ever recorded in November in New Brunswick?   |
| Distance (D)                | What is the approximate maximum distance at which a clap of thunder can be heard?  |
| Description (F)             | What is dry ice?   |
| Title (W)                   | In which fourteenth-century alliterative poem by William Langford do a series of allegorical visions appear to the narrator in his dreams? |
| Definition (B)              | What does the postage stamp cancellation O.H.M.S. mean?  |
| Other (X)                   | How did the banana split originate?  |

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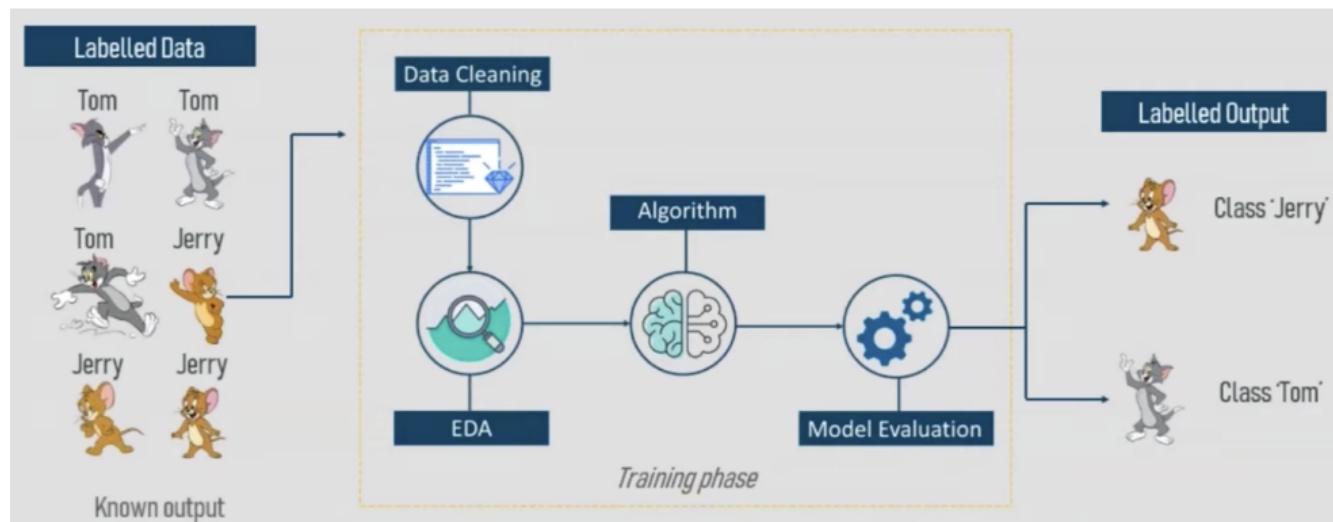
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## Applying ML

- What we need is a **classifier** that takes a question as input and returns the type as output
- This is a typical machine learning problem (supervised learning)



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## Feature Engineering

Need to convert text (here: question) into a **feature vector**

- Could use count or tf-idf vector
- but this results in a high number of dimensions (and possible overfitting)

## Idea: Reduce Dimensions

Can we come up with some other features that can be easily extracted?

- Length (in words/characters)?
- Number of words with capital letters?
- Ends with question mark or not?
- Number of nouns/verbs?

Challenge: find features that facilitate classification.

→ Worksheet #7: Tasks 3 & 4

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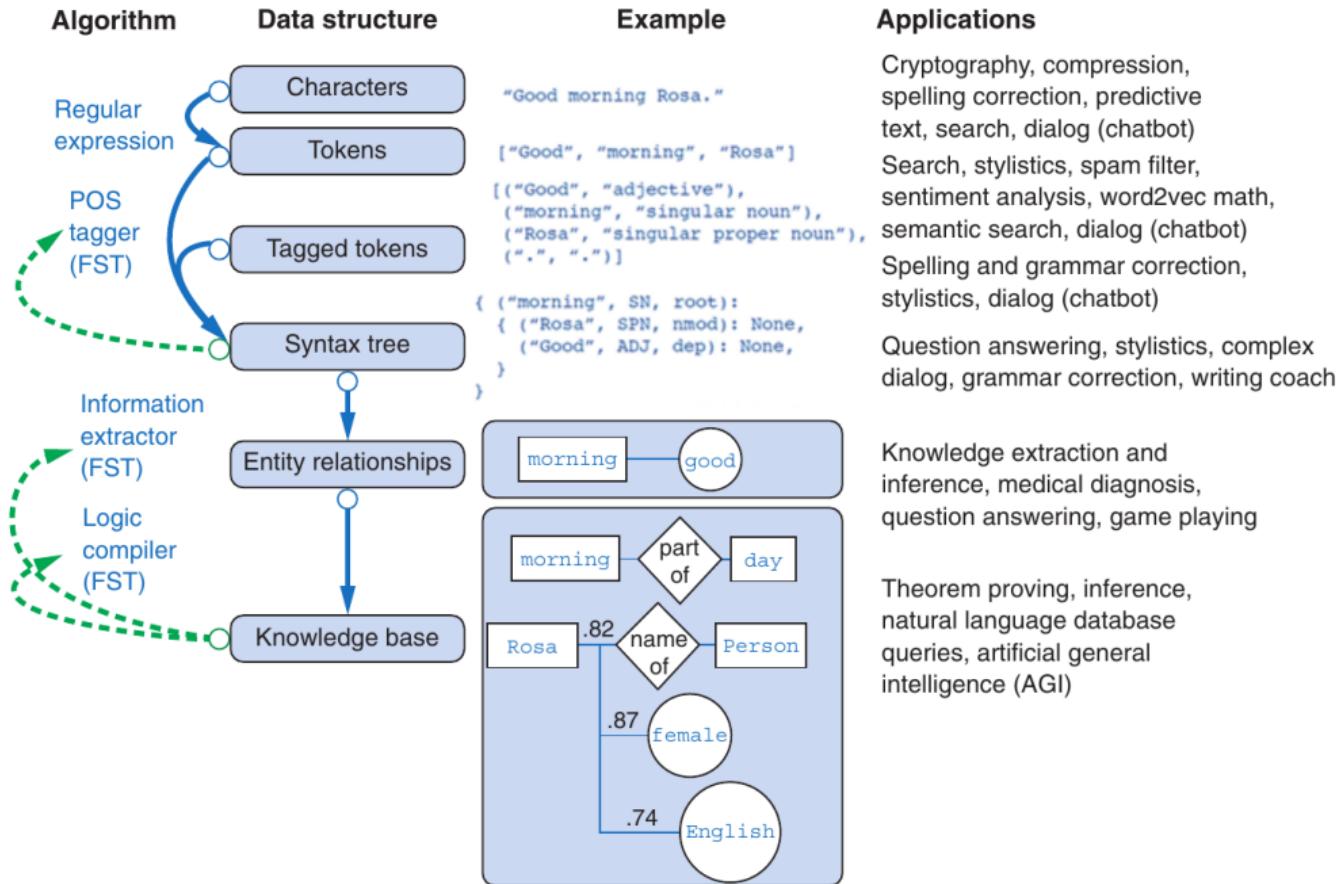
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|  |   |
|--|---|
| <b>Some common strategies</b>  | <a href="#">Introduction</a>                      |
| <b>Stemming:</b> reduce words to their stem (e.g., <i>students</i> , <i>student</i> ⇒ <i>student</i> ) | <a href="#">Intelligent Conversational Agents</a> |
| <b>Stopword removal:</b> remove stop-words (e.g., <i>the</i> , <i>in</i> , <i>an</i> , <i>a</i> , ...) | <a href="#">Examples</a>                          |
|  | <a href="#">Search-Based Bots</a>                 |
|  | <a href="#">Pattern-Matching Bots</a>             |
|  | <a href="#">Grounding-Based Bots</a>              |
|  | <a href="#">Question Classification</a>           |
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|  | <a href="#">Example: Watson</a>                   |
|  | <a href="#">Chatbot Design</a>                    |
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|  | <a href="#">Summary</a>                           |
|  | <a href="#">Notes and Further Reading</a>         |

# Example NLP Pipeline

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## Task

- Split input stream of characters into individual tokens (words, numbers, etc.)
- Done by a [Tokenizer](#) (e.g., the default tokenizer in scikit-learn)

## Tokenization can be difficult...

For example, biomedical documents with complex expressions, chemical formulas, etc.:

- *1,4- $\beta$ -xylanase II from Trichoderma reesei*
- *When N-formyl-L-methionyl-L-leucyl-L-phenylalanine (fMLP) was injected...*
- *Technetium-99m-CDO-MeB [Bis[1,2-cyclohexanedione-dioximato(1-O)-[1,2-cyclohexanedione dioximato(2-O)methyl-borato(2-)-N,N',N'',N''',N''''',N''''''-chlorotechnetium) belongs to a family of compounds...*

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## POS Tagging

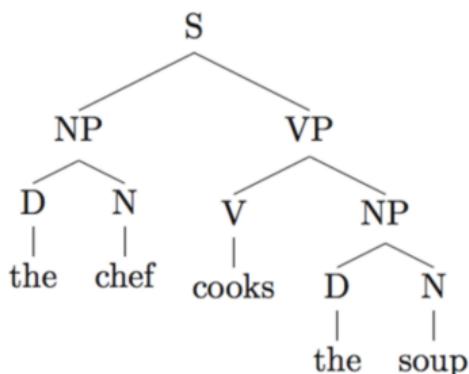
Assign a POS tag (e.g., Noun, Verb, Adjective, Adverb, ...) to each Token:

*The/DT big/ADJ dog/NN*

Can be done reliably, available in NLP libraries (e.g, spaCy or NLTK for Python).

## Parsing

Create a tree representing a sentence's grammatical structure

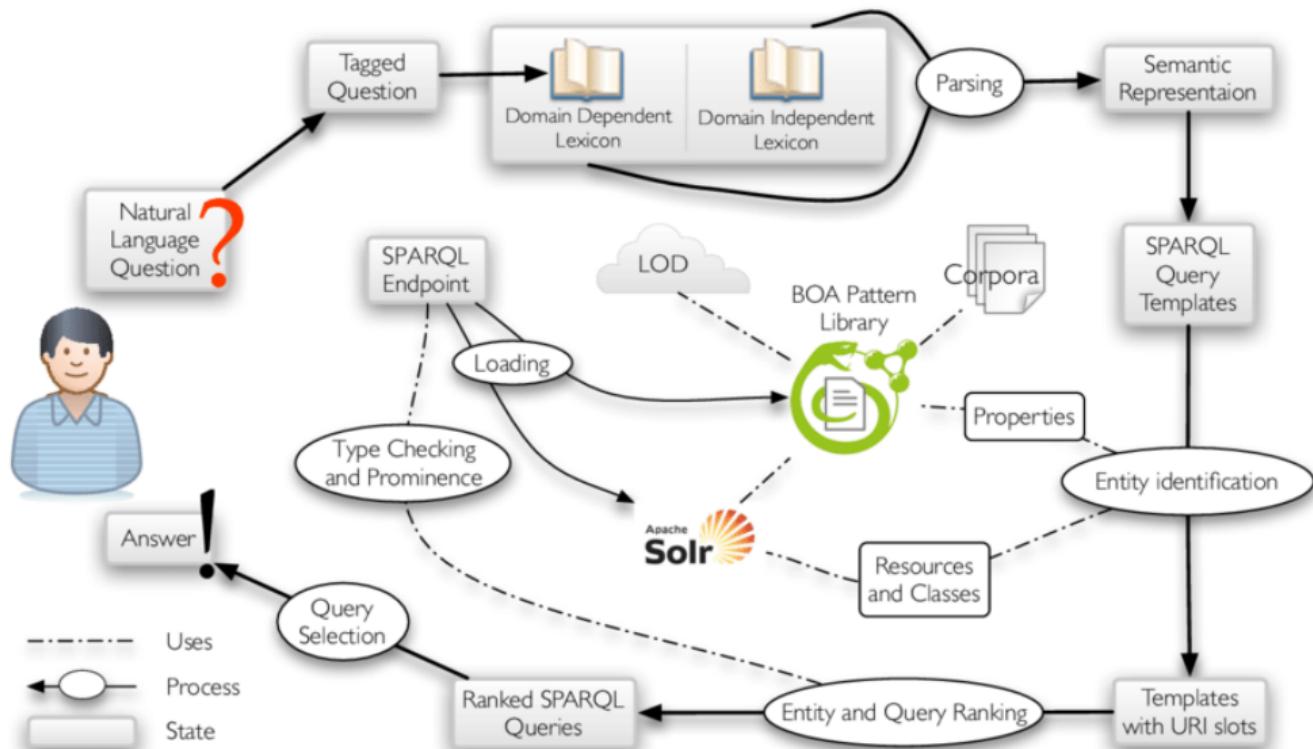


You can then extract **subject** or **object**, e.g., to use in a SPARQL query.

→ Worksheet #7: Task 5

# Generic SPARQL Query Generator

René Witte



Unger C, Bühlmann L, Lehmann J, Ngonga Ngomo AC, Gerber D, Cimiano P. Template-based question answering over RDF data. In *Proceedings of the 21st international conference on World Wide Web 2012 Apr 16 (pp. 639-648)*.

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(ROOT (SBARQ  
    (WHADVP (WRB When))  
    (SQ (VBD did) (NP (NNP princess) (NNP Diana))  
        (VP (VB die))) (. ?)))

Tab. 1: List of identified question types

| Sentence Type | Question Type | Example   |
|---------------|---------------|---|
| SBARQ         | WHADVP        | When was the Battle of Gettysburg?                        |
|               | WHADJP        | How much did Pulp Fiction cost?                           |
|               | WHNP          | Who designed the Brooklyn Bridge?                         |
|               | WHPP          | In which city does the Chile Route 68 end?                |
| S             |               | Show me all books ... . List all basketball players ... . |
| SQ            |               | Is Berlin the German capital?                             |

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# Generating SPARQL Queries (II)

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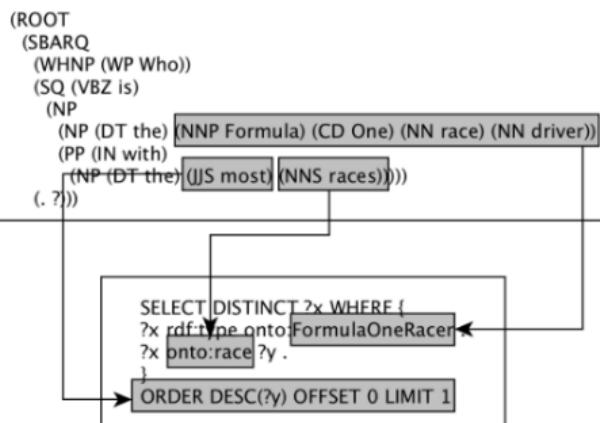
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How many children did Benjamin Franklin have?

```
SELECT ?x WHERE {  
    res:Benjamin_Franklin onto:child ?x .  
}
```

```
SELECT COUNT(DISTINCT ?x) WHERE {  
    res:Benjamin_Franklin onto:child ?x .  
}
```

Who is the Formula One race driver with the most races?



Steinmetz N, Arning AK, Sattler KU. From natural language questions to SPARQL queries: a pattern-based approach. BTW 2019. <https://dl.gi.de/handle/20.500.12116/21702>

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$$\text{recall}(q) = \frac{\text{number of correct system answers for } q}{\text{number of benchmark answers for } q}$$

$$\text{precision}(q) = \frac{\text{number of correct system answers for } q}{\text{number of system answers for } q}$$

$$F_1\text{-score} = 2 * \frac{\text{recall}(q) * \text{precision}(q)}{\text{recall}(q) + \text{precision}(q)}$$

# The Stanford Question Answering Dataset (SQuAD)

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SQuAD

Home Explore 2.0 Explore 1.1

Following the Cretaceous–Paleogene extinction event, the extinction of the dinosaurs and the wetter climate may have allowed the tropical rainforest to spread out across the continent. From 66–34 Mya, the rainforest extended as far south as 45°. Climate fluctuations during the last 34 million years have allowed savanna regions to expand into the tropics. During the Oligocene, for example, the rainforest spanned a relatively narrow band. It expanded again during the Middle Miocene, then retracted to a mostly inland formation at the last glacial maximum. However, the rainforest still managed to thrive during these glacial periods, allowing for the survival and evolution of a broad diversity of species.

Which type of climate may have allowed the rainforest to spread across the continent?

*Ground Truth Answers:* the wetter climate may have allowed the tropical rainforest to spread out across the continent. | wetter | wetter

*Prediction:* wetter

What has allowed for the Savanna region to expand into the tropics?

*Ground Truth Answers:* Climate fluctuations during the last 34 million years have allowed savanna regions to expand into the tropics. | Climate fluctuations during the last 34 million years | Climate fluctuations

*Prediction:* Climate fluctuations

During what time did the rainforest spanned a narrow band?

*Ground Truth Answers:* During the Oligocene, for example, the rainforest spanned a relatively narrow band. | Oligocene | Oligocene

*Prediction:* Oligocene

When did it retract to a inland formation?

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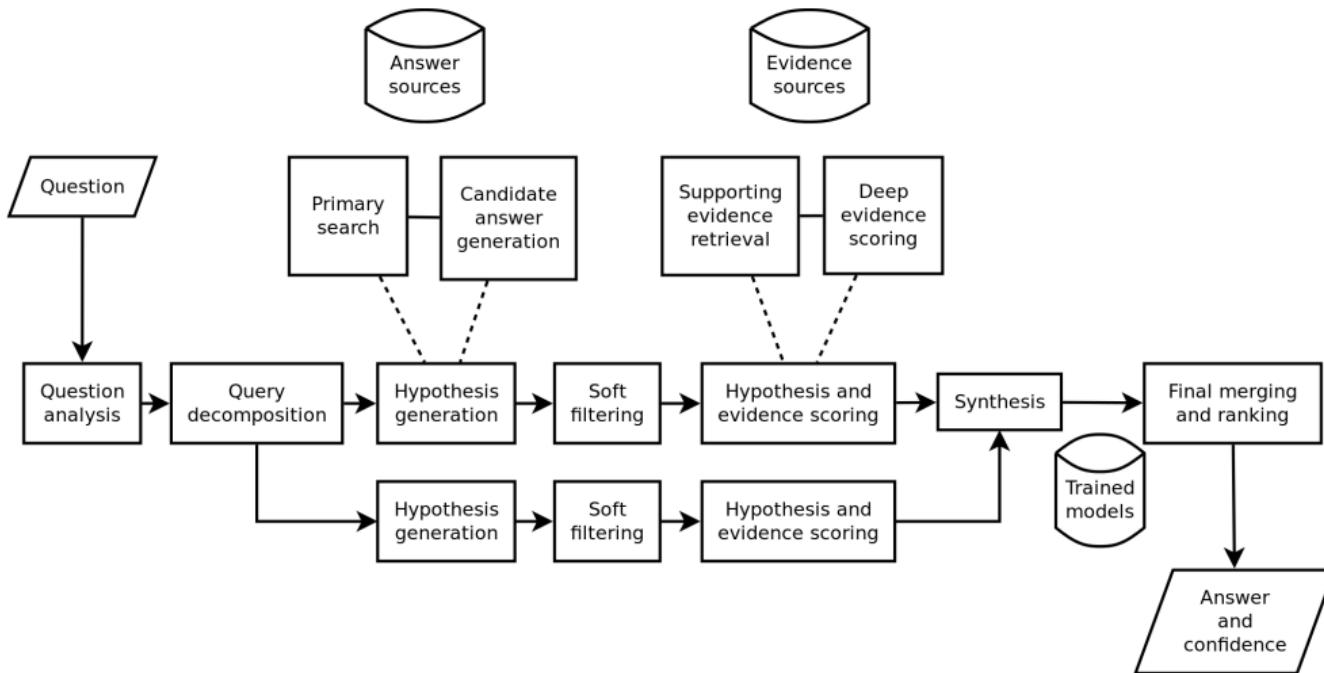
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<https://rajpurkar.github.io/SQuAD-explorer/>

→ Worksheet #7: Task 6

Watson is a type of question-answering (QA) system, first developed 2006–2011



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2011 *Jeopardy!* competition: 2,880 POWER7 threads and 16 terabytes of RAM

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How Watson Answers a Question in Four Steps

00,000 ms

Actual Processing Time

The first person mentioned by name  
in ‘The Man in the Iron Mask’  
is this hero of a previous book  
by the same author.



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## User Stories

- Develop pairs of user questions – expected answers
- Generalize multiple stories with the same theme

## Development

- Identify appropriate technology for specific type of question
- Enhance bot based on approach (e.g., add data for retrieval)

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# Summary of Chatbot Approaches

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| Approach   | Advantages   | Disadvantages  |
|------------|--|--|
| Grammar    | Easy to get started<br>Training easy to reuse<br>Modular<br>Easily controlled/restrained           | Limited “domain”<br>Capability limited by human effort<br>Difficult to debug<br>Rigid, brittle rules   |
| Grounding  | Answers logical questions well<br>Easily controlled/restrained                                     | Sounds artificial, mechanical<br>Difficulty with ambiguity<br>Difficulty with common sense<br>Limited by structured data<br>Requires large scale information extraction<br>Requires human curation |
| Retrieval  | Simple<br>Easy to “train”<br>Can mimic human dialog  | Difficult to scale<br>Incoherent personality<br>Ignorant of context<br>Can’t answer factual questions  |
| Generative | New, creative ways of talking<br>Less human effort<br>Domain limited only by data<br>Context aware | Difficult to “steer”<br>Difficult to train<br>Requires more data (dialog)<br>Requires more processing to train   |

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## Required

- [LHH19, Chapter 12] (Dialog engines)

## Supplemental

- [IMF13, Chapter 8] (Building a QA System)
- [RN10, Chapter 26] (Philosophical Foundations)

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Manning Publications Co., 2019.  
<https://concordiauniversity.on.worldcat.org/oclc/1102387045>.
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<https://concordiauniversity.on.worldcat.org/oclc/359890490>.

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