Retrieve and modify approach uses a retrieved prototype response to guide the generation of a full response for social chat or tech support systems. Unfortunately, these methods fall short of generating responses that are as grammatical, diverse, engaging, and descriptive as natural human generated conversation. Pure generation is better when we have a vast dataset for model to learn good responses.

The authors evaluate their system's responses by considering human judgements of technical conversation quality and both automatic measures and human judgements of engaging persona development.From the evaluation, it was observed that counselors feedback is much more helpful as compared to crowdworkers feedback since Counselors are generally more engaged than crowdworkers, asked followup questions, and, as they are trained to do, tried to explore issues confronting visitors.

One of the fundamental challenge for training hotline counselors is that counselors must practice counseling skills without putting any distressed hotline visitors in dangerThe ethical issue is that we cannot safely take on a counseling role.The dialogue response generation should avoid tedious and unrealistic training experiences. As in other high-stakes settings, training hotline counselors suffers from the fundamental challenge that counselors must practice counseling skills without putting any distressed hotline visitors in danger. Role-playing has been shown to improve crisis intervention, but requires significant resources that can be challenging for hotlines to provide on tight budgets.

Through two user studies, it has been observed that there is an increased response diversity overall, but a considerable difference between crowdworker and counselor perceptions andinconsistency with how ratings reflect conversations. These results reinforce the known challengeof dialogue system evaluation and cautions the use of crowdworkers alone for developing system insights. The disparity in ratings between counselors and crowdworkers stresses that the involvement of specialized, intended users in system development and evaluation is crucial for success. While perhaps intuitive, this result is sometimes overlooked during system evaluation. Counselor open feedback also indicates that additional development is required for coherence across turns, but that the framework adds detail and variety in personas, which could enable better variety for training counselors.