Automatically responding to customers

February 11, 2019

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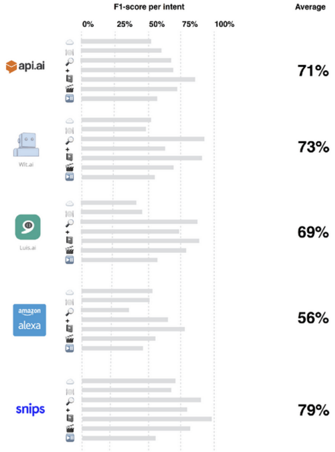
Existing benchmarks

- Braun et al. [1]
- Snips [3] (next slide)
- Burtsev et al. [2]
- Botfuel [4]

Snips entity recognition

Their results



Question and goal

- Can an open-source NLU benchmarking tool be created?
- Develop such a tool.

Improving accuracy

How hard can it be?

Question and goal

- Can the accuracy for NLU be increased?
- Improve the accuracy

Contents

Description of NLP field

For text or speech:

- Extract meaningful information
- Generate

Some well-known NLP tasks

- Machine translation
- Speech recognition

Some well-known NLP tasks

- Machine translation
- Speech recognition
- Named-entity recognition (NER)

What is [London's](location) weather [tomorrow](date)?

Some well-known NLP tasks

- Machine translation
- Speech recognition
- Named-entity recognition (NER)
- Intent classification

What is [London's](location) weather [tomorrow](date)?

GetWeather

Language model

Tries to model grammar

- Rule-based
- Statistical

Language model

Tries to model grammar

- Rule-based
- Statistical

Statistical applications:

Task	**Example**
Spell correction	$P(\textit{my car broke}) > P(\textit{my car boke})$
Machine translation	$P(\textit{green house}) > P(\textit{house green})$
Speech recognition	$P(\textit{the red car}) > P(\textit{she read ar})$


Not tiger does that happy look
≠
That tiger does not look happy

Count-based

$$P(\text{the car broke}) = P(\text{the}) \cdot P(\text{car} \mid \text{the}) \cdot P(\text{broke} \mid \text{the car})$$

Implementation last factor

$$P(\text{broke} \mid \text{the car}) = \textsc{count}(\text{the car}) \,/\, \textsc{count}(\text{broke})$$

Approximation

$$P(\text{broke} \mid \text{the car}) \approx P(\text{broke} \mid \text{car})$$

Count-based

$$P(\text{the car broke}) = P(\text{the}) \cdot P(\text{car} \mid \text{the}) \cdot P(\text{broke} \mid \text{the car})$$

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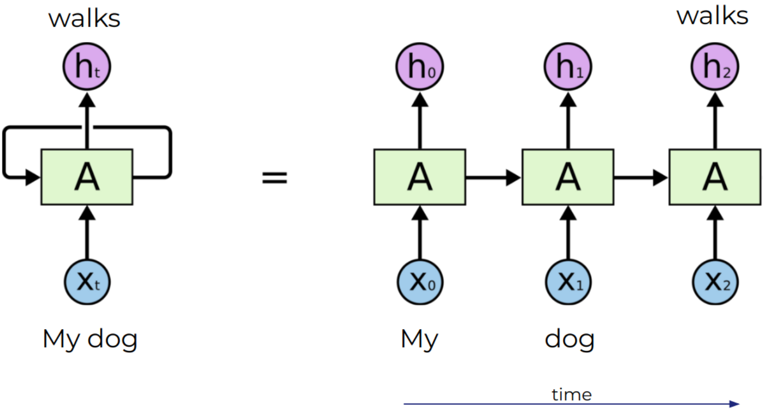
Approximation

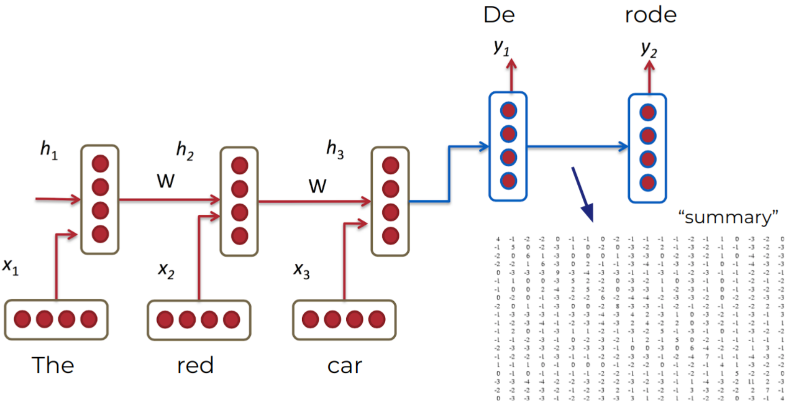
$$P(\text{broke} \mid \text{the car}) \approx P(\text{broke} \mid \text{car})$$

Insufficient history and not mobile-friendly

Recurrent neural networks



Translating



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Insufficient history

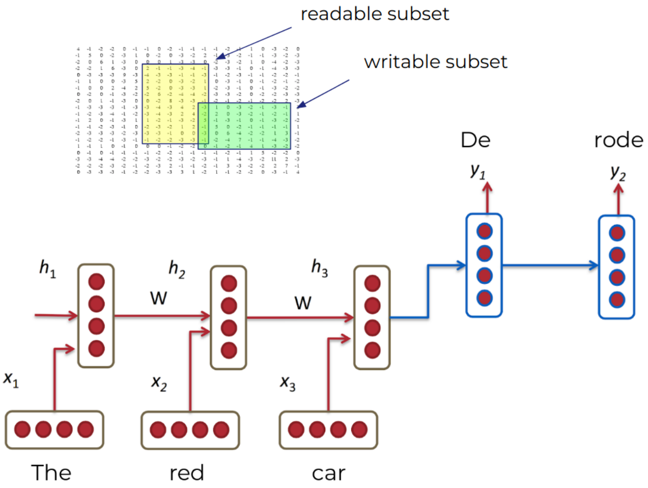
Norwegian frigate sinking has far-reaching implications.

Het zinken van het Noorse fregat heeft verstrekkende gevolgen.

Gated recurrent neural networks

- Gated recurrent unit (GRU)
- Long short-term memory (LSTM)

Gates intuition



Contents

Overview

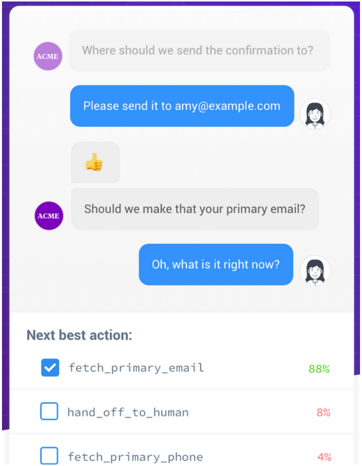
Dataset	**Train**	**Test**	**Intents**	**Entities**
WebApplications	30	54	7	1
Chatbot	100	106	2	5
Snips2017	2100	700	7	unknown

Example sentences

- WebApplications
  How can I delete my [Hunch](WebService) account?
  DeleteAccount
- Chatbot
  when is the [next](criterion) [train](vehicle) in [muncher freiheit](StationStart)?
  DepartureTime
- Snips2017
  i want to listen to [Say it Again](track) by [Blackstratblues](artist)
  PlayMusic

Rasa

- open-source
- free
- local instance



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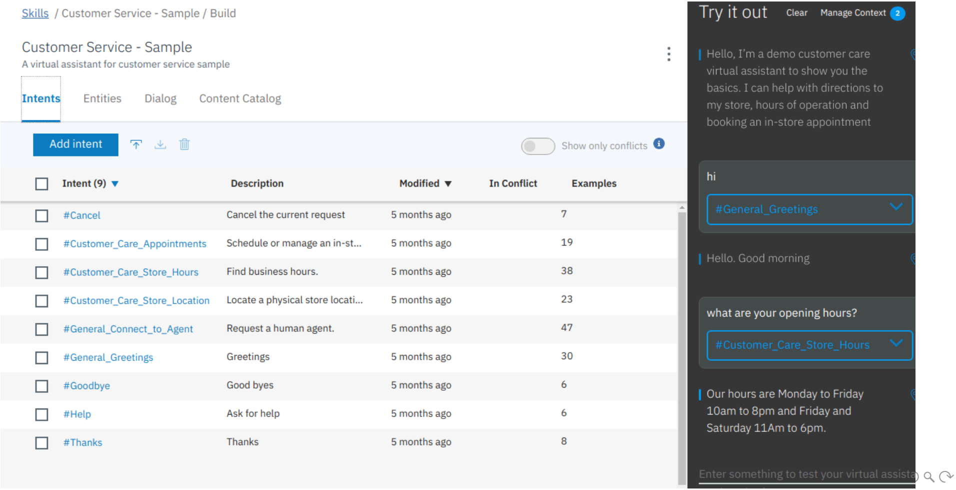
Rasa training data format

```
## intent:check_balance
- what is my balance <!-- no entity -->
- how much do I have on my [savings](source_account) <!-- entity "source_accour
- how much do I have on my [savings account](source_account:savings) <!-- synor
- Could I pay in [yen](currency)?  <!-- entity matched by lookup table -->

## intent:greet
- hey
- hello

## synonym:savings   <!-- synonyms, method 2 -->
- pink pig

## regex:zipcode
- [0-9]{5}

## lookup:currencies   <!-- lookup table list -->
- Yen
- USD
```

IBM Watson Conversation



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Tool: BENCH

- Python
- Using Docker containers
- Not object-oriented[1]

[1] Steven Lott, Functional Python Programming

Results

System	Source	Ask-Ubuntu	Chatbot	Web-Apps
Rasa:0.5-mitie	Braun et al.	0.862	0.981	0.746
Microsoft LUIS	Braun et al.	0.899	0.981	0.814
Watson	Braun et al.	0.917	0.972	0.831
Rasa:0.13.7-mitie	BENCH	0.881		0.763
Rasa:0.13.8-spacy	BENCH	0.853	0.981	0.627
Watson	BENCH	0.881	0.934	0.831
Dialogflow	BENCH	0.879	0.986	0.830

Contents

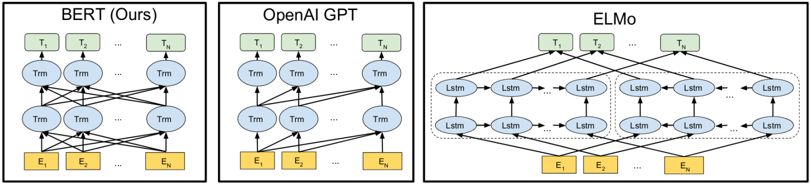
Overview

- December 2018
- SOTA 11 tasks

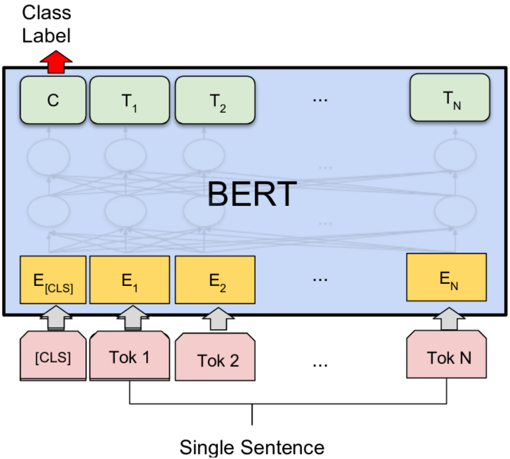
- Transformer (less sequential and $\mathcal{O}(1)$ history)
- Pre-training
- Deep bidirectionality

Deep bidirectionality

the	...	*on*	*the*	*hill*
T_1	T_2	T_4	T_5	T_6

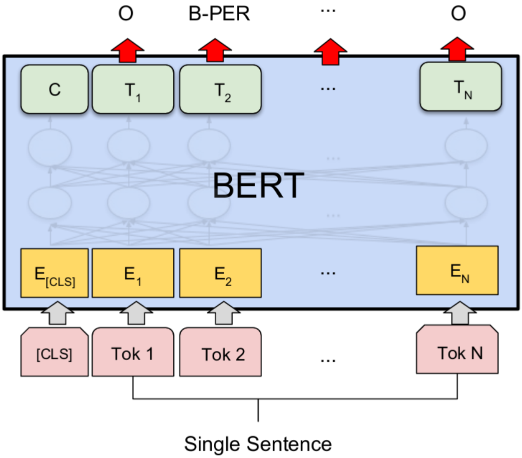


Single sentence classification



- Training time: 1.5 days
- Occasional near zero accuracy

Sequential labelling



- NER SOTA

Intuition

GetWeather:

Will it rain in London tomorrow?
What is the today's temperature in Madrid?

Will it rain in <location> <date>?
What is the <date> temperature in <location>?

F_1 scores

Dataset	Steps	Method	Intent	Entity
Web-Apps	600 (twice)	Rasa	0.67 ± 0.04	
		separate	0.72 ± 0.03	0.81 ± 0.01
Ask-Ubuntu	600 (twice)	Rasa	0.84 ± 0.00	
		separate	0.82 ± 0.05	0.81 ± 0.01
Chatbot	600 (twice)	Rasa	0.98 ± 0.00	
		separate	0.84 ± 0.21	0.76 ± 0.00
Snips-2017	6000 (twice)	Rasa	0.99 ± 0.00	
		separate	0.04 ± 0.00	0.84 ± 0.00

F_1 scores

Dataset	Steps	Method	Intent	Entity
Web-Apps		Rasa	0.67 ± 0.04	
	600 (twice)	separate	0.72 ± 0.03	0.81 ± 0.01
	600	joint	0.76 ± 0.07	0.82 ± 0.01
Ask-Ubuntu		Rasa	0.84 ± 0.00	
	600 (twice)	separate	0.82 ± 0.05	0.81 ± 0.01
	600	joint	0.87 ± 0.01	0.83 ± 0.00
Chatbot		Rasa	0.98 ± 0.00	
	600 (twice)	separate	0.84 ± 0.21	0.76 ± 0.00
	600	joint	0.98 ± 0.00	0.79 ± 0.00
Snips-2017		Rasa	0.99 ± 0.00	
	6000 (twice)	separate	0.04 ± 0.00	0.84 ± 0.00
	6000	joint	0.98 ± 0.02	0.86 ± 0.00

Future work

- Code validation
- Loss function
- Entities baseline comparison
- Datasets
- 'Mobile friendly' transformer[2]

[2] So et al., The Evolved Transformer (30 jan 2019)

Contents

Can an open-source NLU benchmarking tool be created?

Yes. Requirements:

- Continuous maintenance
- Support vendor APIs
- More metrics
- Multiple runs
- More datasets

Can the accuracy for NLU be increased?

Yes. Each few months a new SOTA paper.

Why BERT is suspected to have improved SOTA:

- SOTA NER
- Deeply bidirectional
- More history.

Further work: Whether accuracy improvements are significant.

References I

Braun, D., Hernandez-Mendez, A., Matthes, F., & Langen, M. (2017). Evaluating natural language understanding services for conversational question answering systems. In *Proceedings of the 18th annual SIGdial meeting on discourse and dialogue* (pp. 174–185).

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