Statistics of Dialogue Acts in Dataset

1 System Dialogue Acts in MultiWOZ 2.1

Table 1: 13 acts serving illocutionary functions in dialogues for reservation service across 7 domains, where *"Inform"*, *"Request"*, *"Reqmore"* are the most frequently occurred dialogue acts.

Dialogue Acts	Example Utterances	Frequency Rate
Inform	The address is 64 Cherry Hinton Road.	36.03%
Request	What day would you like your booking for?	16.41%
Reqmore	Is there anything else I can assist you with?	12.65%
Bye	Thanks and enjoy your time!	8.37%
Book	Your booking was successful. The table will be reserved for 15 minutes.	4.83%
Welcome	You're welcome. Hope you have a great trip .	4.40%
Recommand	Then I recommend the A and B guest house .	4.09%
OfferBook	The TR3877 leaves at 12:09 on Friday. Would you like me to book it for you ?	2.79%
NoOffer	I am sorry, we do not have any greek restaurants any where in town.	2.73%
Select	I found 2 expensive hotels, 1 in the centre and 1 in the south of town. Do you have a preference ?	2.53%
OfferBooked	I was able to book you for 4 tickets on train TR7278. The total fee is 51.2 gbp payable at the station.	2.12%
Greet	I can help you with that.	1.86%
NoBook	That booking is unsuccessful.	1.21%