



Information Presentation in Spoken Dialogue Systems : Building More Effective Dialogue Systems by Structuring Information and Tailoring Presentation to the User

By Vera Demberg

AV AkademikerVerlag Jul 2012, 2012. Taschenbuch. Condition: Neu. This item is printed on demand - Print on Demand Neuware - Revision with unchanged content. In spoken dialogue systems (e.g. for flight information or restaurant recommendation) it is difficult to present a large number of alternative options because enumerating all available options would take very long, and the user would not be able to remember the details. This work proposes to tackle this problem by identifying compelling options based on a model of user preferences, and presenting tradeoffs between alternative options explicitly. Multiple attractive options are structured such that the user can gradually refine her request to find the optimal tradeoff. Evaluation shows that the approach presents complex tradeoffs understandably, increases overall user satisfaction, and significantly improves the user's overview of the available options. Moreover, the results suggest that presenting users with a brief summary of the irrelevant options increases users' confidence in having heard about all relevant options. The strategy for information presentation proposed in this book should be directly useful to professionals designing dialogue systems, and can inform other related tasks such as the presentation of information in question answering or web search. 104 pp. Englisch.



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