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dialogs, and by estimating the quality judgments of users. First, a design environment supporting the creation of dialog flows, the simulation of dialogs, and the analysis of the simulated data is proposed.

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Estimating Spoken Dialog System Quality with User Models ...

Estimating Spoken Dialog System Quality With User Models, Hardcover by Engelbrecht, Klaus-peter, ISBN 3642315909, ISBN-13 9783642315909, Brand New, Free shipping in the US Spoken dialog systems have the potential to offer highly intuitive user interfaces, as they allow systems to be controlled using natural language.

Spoken dialog systems have the potential to offer highly intuitive user interfaces, as they allow systems to be controlled using natural language. However, the complexity inherent in natural language dialogs means that careful testing of the system must be carried out from the very beginning of the design process. This book examines how user models can be used to support such early evaluations in two ways: by running simulations of dialogs, and by estimating the quality judgments of users. First, a design environment supporting the creation of dialog flows, the simulation of dialogs, and the analysis of the simulated data is proposed. How the quality of user simulations may be quantified with respect to their suitability for both formative and summative evaluation is then discussed. The remainder of the book is dedicated to the problem of predicting quality judgments of users based on interaction data. New modeling approaches are presented, which process the dialogs as sequences, and which allow knowledge about the judgment behavior of users to be incorporated into predictions. All proposed methods are validated with example evaluation studies.

In Monitoring Adaptive Spoken Dialog Systems, authors Alexander Schmitt and Wolfgang Minker investigate statistical approaches that allow for recognition of negative dialog patterns in Spoken Dialog Systems (SDS). The presented stochastic methods allow a flexible, portable and accurate use. Beginning with the foundations of machine learning and pattern recognition, this monograph examines how frequently users show negative emotions in spoken dialog systems and develop novel approaches to speech-based emotion recognition using hybrid approach to model emotions. The authors make use of statistical methods based on acoustic, linguistic and contextual features to examine the relationship between the interaction flow and the occurrence of emotions using non-acted recordings several thousand real users from commercial and non-commercial SDS. Additionally, the authors present novel statistical methods that spot problems within a dialog based on interaction patterns. The approaches enable future SDS to offer more natural and robust interactions. This work

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provides insights, lessons and inspiration for future research and development, not only for spoken dialog systems, but for data-driven approaches to human-machine interaction in general.

This book covers state-of-the-art topics on the practical implementation of Spoken Dialog Systems and intelligent assistants in everyday applications. It presents scientific achievements in language processing that result in the development of successful applications and addresses general issues regarding the advances in Spoken Dialog Systems with applications in robotics, knowledge access and communication. Emphasis is placed on the following topics: speaker/language recognition, user modeling / simulation, evaluation of dialog system, multi-modality / emotion recognition from speech, speech data mining, language resource and databases, machine learning for spoken dialog systems and educational and healthcare applications.

This book describes an extension of the user behaviour simulation (UBS) of an existing tool for automatic usability evaluation (AUE). This extension is based upon a user study with a smart home system. It uses technical-sociological methods for the execution of the study and the analysis of the collected data. A comparison of the resulting UBS with former UBSs, as well as the empirical data, shows that the new simulation approach outperforms the former simulation. The improvement affects the prediction of dialogue metrics that are related to dialogue efficiency and dialogue effectiveness. Furthermore, the book describes a parameter-based data model, as well as a related framework. Both are used to uniformly describe multimodal human-computer interactions and to provide such descriptions for usability evaluations. Finally, the book proposes a new two-stage method for the evaluation of UBSs. The method is based on the computation of a distance measures between two dialogue corpora and the pair-wise comparison of distances among several dialogue corpora.

This book constitutes the thoroughly refereed post-conference proceedings of the First International Workshop on Future and Emergent Trends in Language Technology, FETLT 2015, held in Seville, Spain, in November 2015. The 10 full papers presented together with 3 position papers and 7 invited keynote abstracts were selected from numerous submissions. The structure of the Workshop will feature a significant number of experts in language technologies and convergent areas. One objective will be the organization of forum sessions in order to review some of the current-trend research projects that are already addressing new methodological approaches and proposing solutions and innovative applications. A second major objective will be brainstorming sessions where representatives of the most innovative industrial sector in this area can present and describe the challenges and socio-economic needs of the present and immediate future. All researchers are invited to submit proposals that incorporate solid research and innovation ideas in the field of language technology and in connection with other convergent areas.

This book covers key topics in the field of intelligent ambient adaptive systems. It focuses on the results worked out within the framework of the ATRACO (Adaptive and TRusted Ambient eCOlogies) project. The theoretical background, the

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developed prototypes, and the evaluated results form a fertile ground useful for the broad intelligent environments scientific community as well as for industrial interest groups. The new edition provides: Chapter authors comment on their work on ATRACO with final remarks as viewed in retrospective Each chapter has been updated with follow-up work emerging from ATRACO An extensive introduction to state-of-the-art statistical dialog management for intelligent environments Approaches are introduced on how Trust is reflected during the dialog with the system

These proceedings presents the state-of-the-art in spoken dialog systems with applications in robotics, knowledge access and communication. It addresses specifically: 1. Dialog for interacting with smartphones; 2. Dialog for Open Domain knowledge access; 3. Dialog for robot interaction; 4. Mediated dialog (including crosslingual dialog involving Speech Translation); and,5. Dialog quality evaluation. These articles were presented at the IWSDS 2012 workshop.

This book constitutes the refereed proceedings of the seven workshops co-located with the 14th International Conference on Practical Applications of Agents and Multi-Agent Systems, PAAMS 2016, held in Sevilla, Spain, in June 2016. The 37 full papers presented were carefully reviewed and selected from 77 submissions. The volume presents the papers that have been accepted for the following workshops: Workshop on Agents and Multi-Agent Systems for AAL and e-Health; Workshop on Agent-Based Solutions for Manufacturing and Supply Chain; Workshop on MAS for Complex Networks and Social Computation; Workshop on Decision Making in Dynamic Information Environments; Workshop on Intelligent Systems for Context-based Information Fusion; Workshop on Multi-Agent based Applications for Smart Grids and Sustainable Energy Systems; Workshop on Multiagent System based Learning Environments.

Quality of Telephone-Based Spoken Dialogue Systems is a systematic overview of assessment, evaluation, and prediction methods for the quality of services such as travel and touristic information, phone-directory and messaging, or telephone-banking services. A new taxonomy of quality-of-service is presented which serves as a tool for classifying assessment and evaluation methods, for planning and interpreting evaluation experiments, and for estimating quality. A broad overview of parameters and evaluation methods is given, both on a system-component level and for a fully integrated system. Three experimental investigations illustrate the relationships between system characteristics and perceived quality. The resulting information is needed in all phases of system specification, design, implementation, and operation. Although Quality of Telephone-Based Spoken Dialogue Systems is written from the perspective of an engineer in telecommunications, it is an invaluable source of information for professionals in signal processing, communication acoustics, computational linguistics, speech and language sciences, human factor design and ergonomics

This book presents (1) an exhaustive and empirically validated taxonomy of quality aspects of multimodal interaction as well as respective measurement methods, (2) a validated questionnaire specifically tailored to the evaluation of multimodal systems and covering most of the taxonomy's quality aspects, (3) insights on how the quality perceptions of multimodal

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systems relate to the quality perceptions of its individual components, (4) a set of empirically tested factors which influence modality choice, and (5) models regarding the relationship of the perceived quality of a modality and the actual usage of a modality.

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