

Core Dialogue Research

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The logo for the MITRE Technology Program, featuring a stylized graphic of stacked blocks in yellow, orange, and blue to the left of the text.

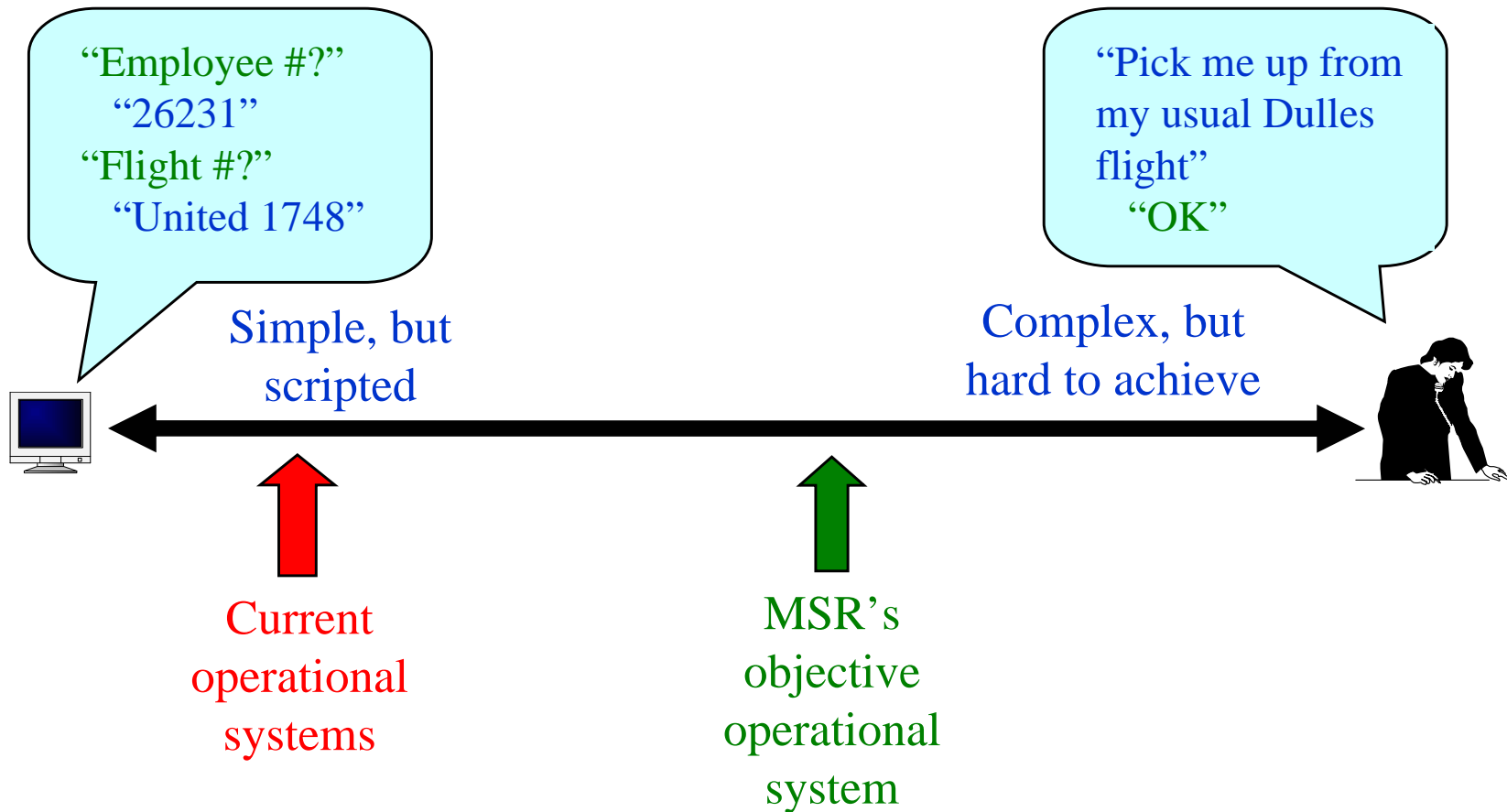
**MITRE
Technology
Program**

MITRE Sponsored Research

Problem

- **Computer-based dialogue systems have not been useful to sponsors because they:**
 - **can't handle complex conversations**
 - **must be custom-built for each new domain**
 - **are difficult to evaluate, and thereby improve.**

Background



Dialogue Complexity Spectrum

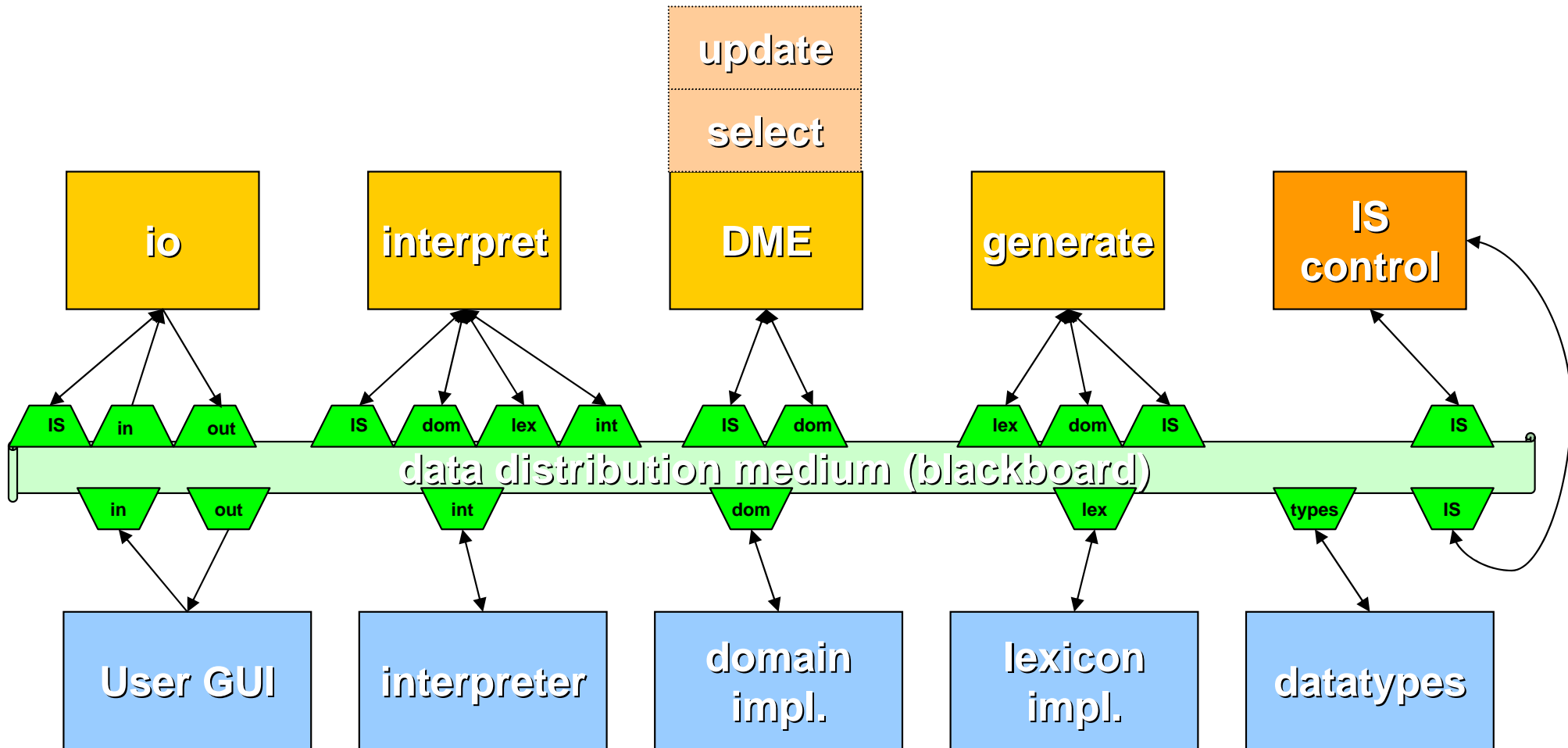
Objective

- **Overall project objectives:**
 - **To advance the state of the art of operational dialogue managers rightward along a complexity continuum**
- **FY 2004 objectives:**
 - **Field and evaluate MSR-developed Information-State Dialogue Manager (DM) toolkit in three dialogue domains**

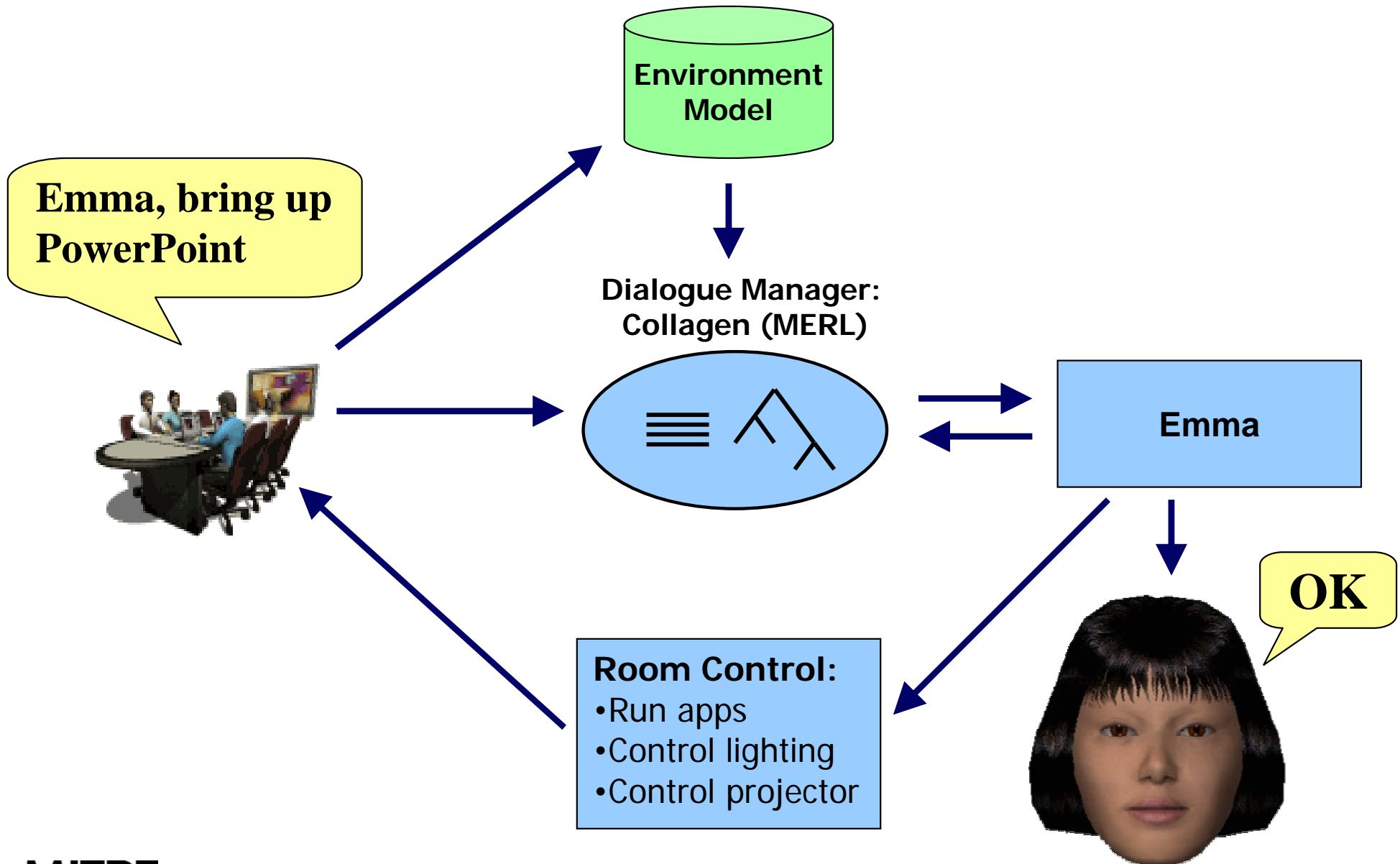
Activities

- **Field MSR-developed DM toolkit (Midiki) in three domains:**
 - **Synthetic agent providing tutorial on MITRE Team Room**
 - **Synthetic agent providing assistance in MITRE Team Room**
 - **Telephone directory assistance in MITRE ConnectMe**
- **Capture metrics and evaluate dialogues in all of the above**

Highlight



Demonstration



Impacts

- **Transition dialogue research out of the laboratory into sponsor hands**
 - **First step is transition to ISIS and Team Room**
- **Collaboration with DM researchers**
 - **Hosted workshop of researchers fielding DMs**
 - **Attendees from US, Europe, Asia**

Future Plans

Address the core issues in dialogue, which includes developing evaluation criteria for them

