Dialogue Acts in VERBMOBIL

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Vm **VM-Report 65**
April 1995

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Die vorliegende Arbeit wurde im Rahmen des Verbundvorhabens Verbmobil vom Bundesministerium für Bildung, Wissenschaft, Forschung und Technologie (BMBF) unter dem Förderkennzeichen 01 IV 101 K / 1 gefördert. Die Verantwortung für den Inhalt dieser Arbeit liegt bei den AutorInnen.

Chapter 1

Introduction

In the first phase of the VERBMOBIL project ('93–'94) several project partners worked on different aspects of dialogue acts. In Spring '94 a meeting was held, in which dialogue acts were discussed in detail and a common terminology was proposed (see [7] for a presentation of these results). For several reasons, which we will discuss in more detail below, a 'restandardization' of the dialogue acts to be used in VERBMOBIL became necessary, however. In order to achieve such a restandardization, it was decided to organize a small meeting, in which all groups working with dialogue acts would be represented.

The main part of this report contains detailed descriptions of the dialogue acts agreed upon during this meeting, thereby updating the presentations in [7] and [14]. To put our general understanding of dialogue acts into perspective, we also describe briefly the general context of VERBMOBIL and the different uses of dialogue acts in the VERBMOBIL system. In doing so we refer the interested readers to the respective publications which describe these applications in more detail.

1.1 VERBMOBIL - A brief overview

VERBMOBIL combines the two key technologies speech processing and machine translation. The long-term goal of this project is the development of a prototype for the translation of spoken dialogues between two persons who want to find a date for a business meeting (for more detail on the objectives of VERBMOBIL see [16]). A special characteristic of VERBMOBIL is that both participants are assumed to have at least a passive knowledge of English which is used as intermediate language. Translations are produced *on demand* so that only parts of the dialogue are processed. Therefore the system distinguishes between two processing modes (see also figure 1.1):

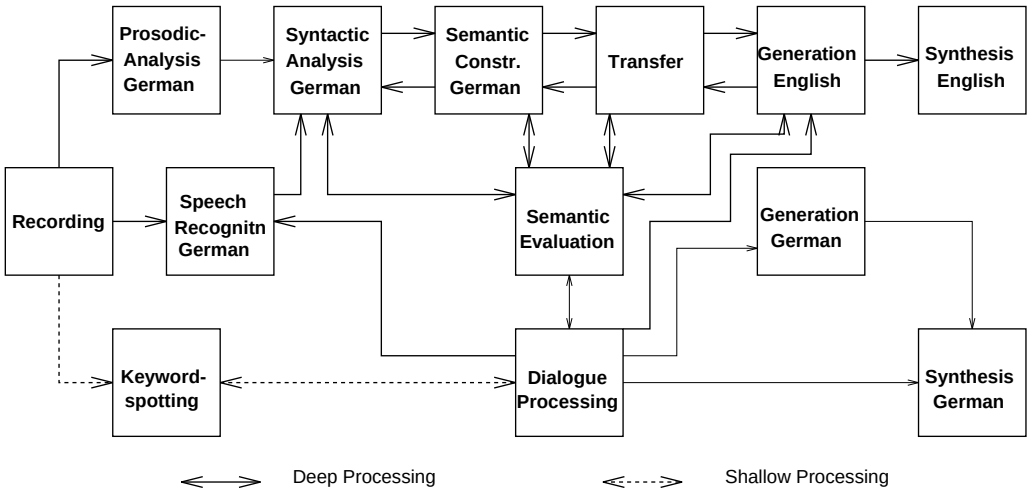

Figure 1.1: Architecture and control flow of the VERBMOBIL system.

- *Deep Processing* when one of the dialogue participants requests a translation. In this case the input goes through phases of speech recognition, syntactic and semantic analysis, dialogue processing, transfer, re-generation and synthesis, delivering spoken output in the target language.

- *Shallow Processing* when both dialogue participants interact in the same language without the necessity for translation. In order to follow the dialogue superficially a key word spotter examines the input for cue words which are characteristic for certain dialogue steps.

The underlying dialogue model (see [1]), which describes the expected actions of the participants in an appointment scheduling dialogue, is composed of dialogue acts (see e.g. [3]). Our model can be compared to numerous state of the art approaches for spoken dialogue systems, as e.g. the dialogue models of the systems EVAR [9] and SUNDIAL [2]. A model based on dialogue acts seems to be an appropriate approach also from the point of view of machine translation theory (see [5]) and of transfer in particular (see [13]): While in written discourse sentences can be considered the basic units of transfer, this assumption is not valid for spoken dialogues. In many cases only sentence fragments are uttered, which often are grammatically incomplete or even incorrect. Therefore different descriptive units have to be chosen. In the case of VERBMOBIL these units are dialogue acts.

1.2 The Purpose of this Document

This paper follows a number of preceeding documents (see [7] and [14]) which give a description of speech acts, or so-called *Sprechhandlungen* which are used to model appointment scheduling dialogues as occurring in the VERBMOBIL domain. We describe an extended and structured set of dialogue acts which will be used for future applications in VERBMOBIL.

An update of the set of dialogue acts as proposed here was necessary for a number of reasons:

- *adaptability*

  Some of the dialogue acts used for the last prototype of VERBMOBIL are rather domain-dependent and cannot be applied to other domains. This concerns in particular such dialogue acts which refer to the negotation of an appointment, rather than to the negotiation in general. For example, the last set of dialogue acts includes an act called INIT_TERMINABSPRACHE, which is used to circumscribe utterances, where a dialogue partner indicates that he wants to make one or more appointments. This means, the topic of negotiation is introduced, which in the VERBMOBIL domain is an appointment. For an extension of the VERBMOBIL application for a treatment of other types of negotiation such a tight coupling between dialogue acts and domain-specific concepts has to be prevented; or rather, we have to provide a level of description which allows a specification of dialogue acts in an abstract and domain-independent way. By adopting this method our model can be easily adapted for different domains.
  Such an approach also leaves us with a set of dialogue acts which are of mostly illocutionary nature. For the abovementioned example this means that we specified a general act INIT, which covers all utterances that introduce the topic of negotiation.

- *coverage*

  When annotating a set of ca. 200 transcribed human-human appointment scheduling dialogues from our corpus, it became clear that some of the rather social phenomena occurring in dialogues are not covered sufficiently. Especially for the purposes of translation it is necessary to clearly separate between phenomena contributing to the progress of the negotiation process as such and phenomena that only indicate the management of the conversation. A typical example is the particle *ja* which depending on its function can be either left out or can be translated as *yes* or as *well*. For the latter

case we introduced a new type of dialogue act which in analogy to a similar class in [4] we call FEEDBACK.

- *multi-functionality*

  To account for the fact that within VERBMOBIL dialogue acts serve a number of quite different purposes (see Section 2) it became necessary to include also domain-dependent dialogue acts, which are modelled as refinements of the more abstract types mentioned above. Consequently, these dialogue acts are more propositionally biased. To take the introduction of a topic of negotiation as an example again, we specified INIT_DATE to cover the introduction of a meeting as topic to be negotiated and INIT_LOCATION to describe the introduction of a meeting point as topic of negotiation. While the latter has only rarely occurred in the initial VERBMOBIL scenario it is crucial for the extended scenario of travel planning. Both dialogue acts are subcategories of INIT, with which they share their illocutionary potential.

- *comprehensibility of labels*

  In the initial proposal in [7] and [14] the dialogue act labels are in German, which is very inconvient for a broader than national dissemination of our model. Since also the emerging English translations of these labels into English varies considerably there is a need for standardized English labels. These English labels together with their German correspondences are given in tables 3.1 and 3.2. We also tried to render the new dialogue act labels more mnemonic by adopting a more principled naming method: the English labels correspond to English verbs (e.g. INTRODUCE, SUGGEST), while the German labels correspond to nouns (VORSTELLUNG, VORSCHLAG). Subcategories of dialogue acts are formed by adding an application-specific label (e.g. INTRODUCE_NAME, INTRODUCE_REACT, INTRODUCE_POSITION, SUGGEST_EXCLUDE_DURATION, etc.).

In the remainder of this paper we will first give an outline of the various functions dialogue acts fulfill in the framework of the VERBMOBIL system since both the type and the amount of dialogue acts depend on the use of these acts. Then we will list the individial dialogue acts, explaining their meaning and giving examples for their use.

Chapter 2

The Use of Dialogue Acts in VERBMOBIL

It should be noted that dialogue acts are used in the VERBMOBIL system by different components. Though these components share a basic understanding of dialogue acts, they have slightly different perspectives wrt details. In the current version of the system, we can distinguish at least three main applications of dialogue acts:

1. the determination of dialogue acts for Englisch utterances based on keywords (Erlangen);
2. the determination of dialogue acts for German utterances based on micro- and macro-structural information (Berlin);
3. the use of dialogue acts in the dialogue component (Saarbrücken).

The project group KIT-VM11 has implemented a component which determines the dialogue act performed by an utterance [14, 15]. This determination is based on conventions pertaining on two complementary levels. There are conventions that determine which syntactic and semantic structures can be used in order to express a certain dialogue act. This is rather local or *micro-structural* information, since here the focus is on a single utterance. There are other conventions concerning the global structure of the dialogue. They express preferences for the type of the next dialogue act on the basis of the *macro structure* of the dialogue.

Technically, the determination of dialogue acts uses the strategy of *preferential interpretation* [10] and is based on the FLEX system [11]. The basic idea is to homogeneously model preference rules, which take into account information from various sources, e.g. syntax, semantics, world knowledge. The respective degree

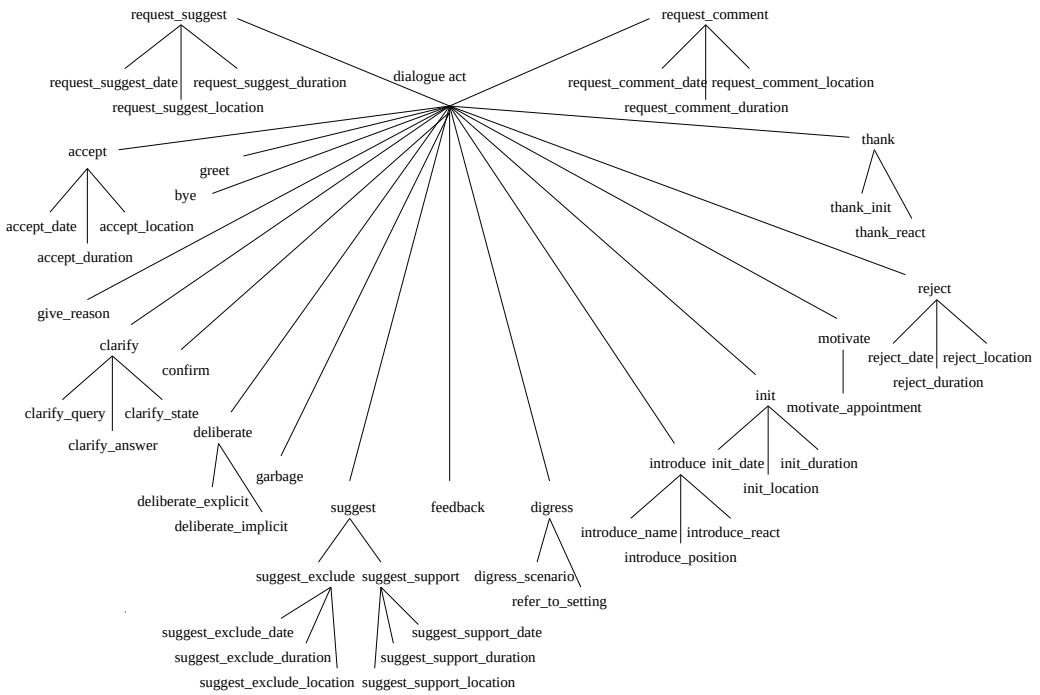

Figure 2.1: Taxonomie of dialogue acts as used in VERBMOBIL.

of relevance of these rules is captured by the notion of *weighted defaults* [12]. Given this formal framework, the dialogue acts are hierarchically modeled in the FLEX system as shown in Figure 2.1. It should be noted that most dialogue acts are modeled as being disjoint. Since this is only relevant for the evaluation of defaults, however, we will not address this issue in the following.

Dialogue act information is used by the dialogue processing component to track the progress of the negotiation process and to construct the dialogue memory which provides a representation of contextual information.

The dialogue acts as determined by the semantic evaluation component are processed by the following three modules of which the dialogue processing component consists:

- *a statistics module:*
  this subcomponent, which has been trained on a corpus of appointment scheduling dialogues annotated with dialogue acts, computes predictions for follow-up dialogue acts; these predictions are used, for example, to constrain the set of key words to be expected;

- *a finite state machine (*FSM*):*
  this subcomponent provides an efficient implementation of our dialogue model which describes the potential sequences of dialogue acts that can be expected in appointment scheduling dialogues. The FSM checks an incoming dialogue act for compatibility with this dialogue model.

- *a plan recognizer:*
  this module incorporates another knowledge-intensive implementation of the dialogue model which also takes contextual and pragmatic constraints into account. For processing a dialogue, so-called *plan operators* have been defined which are specialized to treat specific events. The application of plan operators depends on contextual and pragmatic conditions. Once a plan operator is applied it can initiate follow-up actions, as e.g. an update of parts of the dialogue memory. The plan operators cover various levels of abstraction – at the lowest level plan operators are specialized for the treatment of one single dialogue act.

During phases of shallow processing a key word spotter is used to keep track of the ongoing dialogue. The keywords which can be recognized by this component are used to identify the dialogue acts. The keywords for the recognition of dialogue acts are extracted from a corpus of dialogues in the VERBMOBIL szenario with two methods (see [8]). First some keywords which are characteristic for certain dialogue acts are extracted manually. Then Semantic Classification Trees (SCTs) (see [6]) are used to classify dialogue acts. By this algorithm keywords can be automatically trained and extracted. The two keyword sets, one set determined manually, the other set determined autmoatically by the SCT algorithm, are combined to build up the vocabulary for the keyword spotter.

Chapter 3

Translation Table

This table is given in order to facilitate the correspondences between the speech acts described and used in previous documents ([7], [14]) and the dialogue acts defined in this paper[1].

[1]Some extensions which have been made after finalizing this paper will be discussed in Verbmobil Memo Nr. 76.

[2]Dialogue acts indicated with a $\diamondsuit$ are currently not used in VM since they cannot be distinguished easily from other dialogue acts if only their linguistic realization is taken into account. They are included in this list, however, in case they may be of future use.

accept	Akzeptanz
accept_date	Akzeptanz_Termin
accept_duration	Akzeptanz_Dauer
accept_location	Akzeptanz_Ort
bye	Verabschiedung
clarify	Information
clarify_answer	Explizite_Klärungsantwort
clarify_query	Klärungsfrage
clarify_state	Implizite_Klärungsantwort
confirm$\Diamond^2$	Bestätigung
deliberate	Deliberation
deliberate_explicit	Explizite_Deliberation
deliberate_implicit	Implizite_Deliberation
digress	Abweichung
digress_scenario	Abweichung_Szenario
refer_to_setting	Bezugnahme_Setting
feedback	Rückmeldung
garbage	Rest(Müll)
give_reason	Begründung
greet	Begrüßung
init	Init
init_date	Init_Termin
init_duration	Init_Dauer
init_location	Init_Ort
introduce	Vorstellung
introduce_name	Vorstellung_Name
introduce_position	Berufliche_Position
introduce_react	Vorstellung_Reaktion
motivate	Motivation
motivate_appointment	Motivation_TA

Table 3.1: Part 1

reject	Ablehnung
reject_date	Ablehnung_Termin
reject_duration	Ablehnung_Dauer
reject_location	Ablehnung_Ort
request_comment	Aufforderung_Stellung
request_comment_date	Aufforderung_Stellung_Termin
request_comment_duration	Aufforderung_Stellung_Dauer
request_comment_location	Aufforderung_Stellung_Ort
request_suggest	Aufforderung_Vorschlag
request_suggest_date	Aufforderung_Vorschlag_Termin
request_suggest_duration	Aufforderung_Vorschlag_Dauer
request_suggest_location	Aufforderung_Vorschlag_Ort
suggest	Vorschlag
suggest_exclude	Negativer_Vorschlag
suggest_exclude_date	Negativer_Vorschlag_Termin
suggest_exclude_duration	Negativer_Vorschlag_Dauer
suggest_exclude_location	Negativer_Vorschlag_Ort
suggest_support	Positiver_Vorschlag
suggest_support_date	Positiver_Vorschlag_Termin
suggest_support_duration	Positiver_Vorschlag_Dauer
suggest_support_location	Positiver_Vorschlag_Ort
thank	Dank
thank_init	Dank_Init
thank_react	Dank_Reaktion

Table 3.2: Part 2

Chapter 4

Dialogue Acts for Appointment Scheduling Dialogues

In this section we describe the various dialogue acts in detail. For each dialogue act we give the following types of information:

- *Illocution*:
  The information given under this heading describes the meaning of the dialogue act and gives an explanation for its use.

- *Subcategorization*:
  Under this label all acts are given which refine the dialogue act under consideration. The subcategorization principle leads to a hierarchical taxonomy of dialogue acts which is shown graphically in Figure 2.1.

- *Linguistic Realisation*:
  Here brief German examples are listed which contain cue phrases that typicially occur in utterances belonging to the respective dialogue act type.

- *Full Example(s) English and Full Example(s) German*:
  This section includes full examples for occurrences of the dialogue act which have been taken from our corpus of appointment scheduling dialogues. These examples also provide contextual information for utterances of the respective type. The text corresponding to the dialogue act is printed in boldface, the context in Roman. While the unboxed examples provide dialogue fragements fully annotated with dialogue act information, the boxed examples give dialogue information for the text brinted in boldface only.

Accept

- Illocution: A Topic Of Negotiation (TON) is being accepted.
- Subcategorization
  1. accept_date: A date is being accepted.
  2. accept_location: A meeting point is being accepted.
  3. accept_duration: The duration of a meeting is being accepted.
- Linguistic Realisation:
  JA DAS PASST MIR,
  ja, zwanzigster März ist gut
  ja wär ich mit einverstanden,
  ja sollte mir recht sein,
  ja gut.

- Full Examples - English DIALOG mcar_ffmw_6:

ffmw_6_10:	*no Friday I'm booked all day with meetings and classes*	reject_date
	would you mind working on Saturday	suggest_support_date
mcar_6_11:	**Saturday sounds fine**	accept_date

QUELLE: TP 13 GESPRÄCH NR. 21		
GRA	000 :	Thursday and Friday, the second and third of June.
HEL	001 :	⟨Papierrascheln⟩ Mmh. ⟨leise⟩ ⟨Papierrascheln⟩ ⟨3s⟩ Yes, I think that will be fine. ⟨ehm⟩ I don't have anything going on then.

- Full Example - German

QUELLE: N009K.TRL		
PS1	019 :	allerdings könnte ich ⟨P⟩um elf noch einen Termin reinschieben.
HM1	020 :	**ja ich glaube das wär' bei mir auch in Ordnung.**⟨P⟩machen wir's so ?

Bye

- Illocution: A dialogue partner says good-bye to the other dialogue partner.
- Linguistic Realisation:
  Auf Wiedersehen, schön bis dann
- Full Example - English

  DIALOG mdkr_fcaw_1:

fsam_2_04	*three o'clock is great*	accept_date
	see you then	bye
fsam_2_06	**alright bye**	bye

- Full Example - German and English

QUELLE: TP 13 GESPRÄCH 20		
BOB	000 :	**Bye.**
VOL	001 :	**Auf Wiedersehn.** ⟨4s⟩

Clarify

- Illocution: Information is being delivered or an information deficit is being stated.
- Subcategorization
  1. clarify_answer: Missing information is being conveyed after an information deficit has been stated previously.
  2. clarify_state: Missing information is being conveyed without an request having been made previously.
  3. clarify_query: An information deficit is being stated.
- Linguistic Realisation:
  meinen sie jetzt zehn Uhr fünfzehn oder elf Uhr fünfzehn,
  ist das der achte April.
- Full Example - English DIALOG menm_ffmw_7:

ffmw_7_06:	**okay do you mean Tuesday the twenty third**	clarify_query
menm_7_07:	**yes I do Tuesday November twenty third eight to ten AM**	clarify_answer

- Full Example - German

QUELLE: N002K.TRL		
MW1	004 :	⟨;T⟩ vorschlagen am sechzehnten April ⟨ah⟩ ⟨A⟩. Käse, ich meine ⟨!1 mein⟩ naturlich März.
PS1	005 :	**das ist ein Dienstag oder.**
MW1	006 :	**richtig das ist ein Dienstag .**

Confirm

- Illocution: The result of the negotiation process is being confirmed. This dialogue act is no longer used for the annotation of transcribed dialogues, since it overlaps significantly with the dialogue act ACCEPT. It might be possible though that in future VM versions CONFIRM will be necessary for the transfer of various levels of politeness and for the exact determination of the dialogue phase to which an utterance belongs.

- Full Example - English

QUELLE: TP 13 GESPRÄCH 31		
CHR	022 :	⟨23s⟩ That's fine. Munich is far away. Let's meet at eight o'clock at my place.
BIL	023 :	⟨P⟩Okay, that would be wonderful.**So I will see you again on the fourteenth of June.**

Deliberation

- Illocution: By means of a DELIBERATION one dialogue partner signals to the respective other dialogue participant that he still participates in the interaction but that he executes a sideline action in order to be able to continue the conversation.

- Subcategorisation:

  1. deliberate_explicit: By means of an explicit deliberation the dialogue partner briefly leaves the appointment negotiation in order to verify a date. A DELIBERATE_EXPLICIT can be introduced by an **apology**.

  2. deliberate_implicit: This dialogue act is used to model imitations/repetitions of previous utterances or to describe monologues (loud thinking) by one dialogue partner. This distinction is not treated in the current VM setting.

- Linguistic Realisation:
  Da muß ich mich mal ganz scharf konzentrieren, weil ich jetzt meinen Stundenplan noch nicht so genau im Kopf habe.
  Moment, da müßt' ich grad 'n mal kucken.

- Full Examples - English DIALOG flmb_mkps_6:

mkps_6_02:	*yes*	feedback
	so in the next two weeks when can you meet	request_suggest_date
flmb_6_03	**let me check my calendar here**	deliberate_explicit
	we're on the twenty fourth	deliberate_implicit
	well the twenty seventh I have class from nine twelve	suggest_exclude_date
	...	

QUELLE: TP 13 GESPRÄCH 39		
HAM	025 :	⟨%⟩/- ⟨P⟩ Umm ⟨P⟩ well , ⟨P⟩ I have ⟨P⟩ +/Tuesday/+ on Tuesday , Wednesday ⟨P⟩and Friday I have the whole day free .
PIL	026 :	⟨P⟩ **Hm ⟨P⟩ ⟨:⟨;murmelnd⟩ Tuesday , Wednesday and Friday:⟩.** ⟨P⟩ Dann würde ich doch sagen , am Freitag , ⟨P⟩ dem ⟨P⟩ sechsten Mai ⟨P⟩ würde das gut passen . Vielleicht so gegen ⟨P⟩ neunzehn Uhr ?
GRA	027 :	⟨P⟩ %Then on Friday , May sixth around seven ?

- Full Example - German

QUELLE: N009K.TRL		
PS1	001 :	Ja es würde mich freuen wenn wir dann noch einen Termin ausmachen . Wann wär's Ihnen denn recht ?
HM1	002 :	**Ja ⟨Z⟩ ich weiß nich' so recht,** wie wär's denn ⟨Z⟩ im Juli?

Digress

- Illocution: Digressions occur when a dialogue participant deviates from the framework or the scenario of the dialogue or when the participant asks questions concerning the system.
- Subcategorization
  1. digress_scenario: The dialogue participant digresses from the initial dialogue setting.
  2. refer_to_setting: The dialogue participant refers to the whole or parts of the setting / the scenario.
- Linguistic Realisation:
  Und was soll ich jetzt sagen?
- Full Example - English

  DIALOG fmjm_mdrd_1:

mdrd_1_04:	*okay let's do that*	accept_date
	we could meet for lunch at Dave and Andy's	suggest_support_location
	and eat lots of ice cream	digress_scenario
	and gain weight	digress_scenario

Feedback

- Circumscription: Elements with a social function, as e.g. to signal that a dialogue partner still follows the dialogue, are categorized as feedback.
- Full Example - English

  DIALOG menm_ffmw_7:

menm_7_07:	...	
	Tuesday November twenty third eight to ten AM	suggest_support_date
	how's that sound to you	request_state_date
ffmw_7_08:	**okay**	feedback
	that's fine	accept_date
	...	

Garbage

- Circumscription: Elements not classifyable otherwise.
- Subcategorization:
- Full Examples - English

  DIALOG fjmb_fmlz_6.trans:

fjmb_6_07:	**oops I do**	Garbage
	on the first I have a meeting from ten to eleven	suggest_exclude_date
	but we could meet well no	Garbage
	if you could meet from say eleven to one on Friday the first	suggest_support_date
	how would that be	request_comment_date

QUELLE: TP 13 GESPRÄCH 21
HEL 000 : Well, **what** ⟨P⟩what ⟨ehm⟩ day at the month would fit best for you?

Give_Reason

- Illocution: A reason for the use of a dialogue act is being given. The reason as such can contain further dialogue acts.
- Linguistic Realisation:
  da hab' ich schon einen Termin.,
  da geh' ich in Urlaub..
- Full Example - English

  DIALOG fkcf_mjcb_1:

mjcb_1_06:	*that's fine*	accept_date
	how 'bout next Thursday after lunch	suggest_support_date
fkcf_1_07:	*that's not good for me*	reject_date
	because I have meetings all afternoon	give_reason

QUELLE: TP13 GESPRÄCH 24		
GRA	000 :	What do you think of a date in the week from twenty-forth through twenty-seventh of May?
HEL	001 :	Well, that's going to be a problem, **because ⟨ehm⟩ we have ⟨P⟩a holiday then.**

- Full Example - German

QUELLE: N002K.TRL		
MW1	002 :	Wie wär's denn am Dienstag den dreizehnten April vormittags
PS1	003 :	Tut mir leid, **am dreizehnten April bin ich noch im Urlaub. ⟨P⟩**

Greet

- Illocution: A dialogue partner is being greeted.
- Linguistic Realisation:
  Guten Tag Herr Ciupke
  A GREET can also be realised informally, as e.g. in
  ja also, okay.
- Full Example - English DIALOG fmjm_mdrd_2:

fmjm_2_01:	**hello Dan**	greet
	it's me again	introduce_name

QUELLE: TP 13 GESPRÄCH 22	
DAN 000 :	**Hello,** my name is Daniel Jones, yeah, and it's ⟨P⟩good to be doing business with you.

- Full Example - German

QUELLE:TP 13 GESPRÄCH 30	
LIS 001 :	**Guten Tag,** mein Name ist Lisa Lagemann. ⟨Ehm⟩, ich ⟨!ichch⟩ ⟨P⟩habe gehört, daß wir gemeinsam eine Reise machen werden nach Frankfurt und wollte jetzt mit Ihnen die Termine besprechen.

Init

- Illocution: The goal of the negotiation is being introduced.
- Subcategorization
  1. init_date: The goal of negotiation, the scheduling of one or more appointments, is being introduced.
  2. init_location: The goal of negotiation, the determination of one or more locations for a meeting, is being introduced.
  3. init_duration: The goal of negotiation, the determination of the duration for (a) meeting(s) is being introduced.
- Linguistic Realisation:
  und äh wir solln jetzt demnächst eine Geschäftsreise zusammen machen, hab' ich gehört, und
- Full Example - English

  DIALOG mcar_ffmw_6:

mcar_6_01:	*okay well*	feedback
	looks like we're running short on time	clarify_state
	and we're gonna have to schedule a meeting sometime in the next two weeks	init_date

QUELLE: N002K.TRL	
PS1 001 :	schön hervorragend, **dann lassen Sie uns doch noch ein' Termin ausmachen**⟨P⟩. wann wär's Ihnen denn recht

- Full Example - German

QUELLE: TP 13 GESPRÄCH 21	
HEL 000 :	My name is Helen Douglas, and ⟨ehm⟩ ⟨P⟩**I wanted to make an appointment with you ⟨P⟩for ⟨P⟩⟨ähm⟩ a ⟨P⟩for a con ⟨P⟩to go to a conference in Frankfurt.** ⟨P⟩I was doing a computer software ⟨%⟩x.

Introduce

- Illocution: The dialogue partner introduces himself/herself.
- Subcategorization
  1. introduce_name: A dialogue partner introduces himself/herself.
  2. introduce_react: A dialogue partner reacts on the introduction of the respective other dialogue partner.
  3. introduce_position: A dialogue partner describes his/her position.
- Linguistic Realisation:
  Ich komm' von der Maas Organisation.
  ich bin Mitarbeiter.
  Ja, mein Name is' Bulla.,
  ich bin der Peter Beham..
  angenehm,
  nice to meet you.
- Full Example - English

fmjm_2_01:	*hello Dan*	greet
	it's me again	introduce_name

- Full Example - English and German

QUELLE: TP 13 GESPRÄCH 30		
LIS	001 :	Guten Tag, **mein Name ist Lisa Lagemann.** ⟨Ehm⟩, ich ⟨!ichch⟩ ⟨P⟩habe gehört, daß wir gemeinsam eine Reise machen werden nach Frankfurt und wollte jetzt mit Ihnen die Termine besprechen.
GIL	002 :	⟨P⟩**I'm Gilbert Sullivan,** it's nice to meet you. ⟨P⟩⟨Ehm⟩ ⟨P⟩looking at my calendar here ⟨6s⟩ I do have time in May ⟨0s⟩. Although May is relatively full. I would have more time in June ⟨P⟩and also in July ⟨3s⟩. And ⟨eh⟩ we could work in a two-day trip during any of those monts.

Motivate

- Illocution: The reason for the negotation is being given.

- Subcategorization:

  1. motivate_appointment: The reason for scheduling an appointment is being given.

- Linguistic Realisation:
  Ich habe gehört, Sie möchten bei uns Software kaufen.

- Full Examples - English

  DIALOG mdkr_fcaw_1:

mdkr_1_01:	*Cindy I was wondering if we could meet again in the next couple of weeks*	init_date
	there's a couple of more things that I'd like to talk about	motivate_appointment

QUELLE: TP 13 GESPRÄCH 19		
CHR	000 :	Do you want to suggest a date?
JON	001 :	⟨Atmen⟩ ⟨äh⟩ Okay, **we should go to visit our subsidiary in ⟨äääh⟩ ⟨P⟩Munich,** and ⟨äh⟩ ⟨P⟩I would ⟨P⟩suggest that we go as soon as possible. The first ⟨ehm⟩ ⟨2s⟩ ⟨ähm⟩ ⟨P⟩possible day would be ⟨2s⟩ would ⟨P⟩be ⟨P⟩⟨ähm⟩ ⟨4s⟩ on ⟨äh⟩ Thursday ⟨P⟩⟨ähm⟩, we will stay for Thursday and Friday and return on Friday ⟨P⟩evening, that's ⟨äh⟩ ⟨P⟩April twenty-first and ⟨P⟩twenty-second. ⟨P⟩Is it okay with you? ⟨13s⟩

Quelle: TP 13 Gespräch 22		
DAN	000 :	Hello, my name is Daniel Jones, yeah, and it's ⟨P⟩good to be doing business with you.
SUS	001 :	**And ⟨ehm⟩ ⟨P⟩⟨äh⟩ my secretary told me that you ⟨P⟩⟨ehm⟩ want to have ⟨P⟩some ⟨P⟩informations about ⟨P⟩our ⟨P⟩Leistungen**
GRA	002 :	services
SUS	003 :	**services of our ⟨P⟩⟨äh⟩ firm,** ⟨P⟩so ⟨P⟩⟨ehm⟩ ⟨P⟩maybe it's a good ⟨P⟩⟨ehm⟩ Vorschlag ⟨2s⟩
GRA	004 :	suggestion
SUS	005 :	suggestion to ⟨äh⟩ make a ⟨P⟩a lunch or a dinner together, so I can ⟨P⟩give you any informations you want.

Reject

- Illocution: The TON is being rejeceted.
- Subcategorization
  1. reject_date: A date is being rejected.
  2. reject_location: A meeting point is being rejected.
  3. reject_duration: The duration of a meeting is being rejected.
- Linguistic Realisation
  Am Donnerstag, den zwölften Mai, kann ich leider nicht,
  also Freitag der zweite das paßt mir ganz und gar nich'
- Full Examples - English

  DIALOG mfrd_fsam_3:

mfrd_3_01:	*I'm looking at Monday morning up until two*	suggest_support_date
	in fact I'm free all day Monday except for two to three PM	suggest_support_date
	what do you think	request_comment_date
fsam_3_02:	**actually this week's really bad for me**	reject_date

QUELLE: TP 13 GESPRÄCH NR. 21		
HEL	000 :	**Well, that's going to be a problem,** because ⟨ehm⟩ we have ⟨P⟩a holiday then.

- Full Example - German

QUELLE: N009K.TRL		
PS1	007 :	sagen wir Dienstag sechster Juli ,da hab' ich noch Zeit.
HM1	008 :	**äh Dienstag is' etwas ungünstig** ⟨P⟩⟨%⟩ä könnten wir 's vielleicht am Donnerstag machen ⟨%⟩ä ?

Request_Comment

- Illocution: The dialogue participant is being asked to express his opinion concerning the topic of a suggestion. Most SUGGESTions contain this dialogue act implicitly; REQUEST_COMMENT has been introduced to cover cases where the request is realised **explicitly**. The propositional content of the SUGGESTion is only being referred to **implicitly** (e.g. anaphoric and deictic references).

- Subcategorization

  1. request_comment_date: The dialogue participant is being asked to express his opinion with respect to a proposed date.
  2. request_comment_location: The dialogue participant is being asked to express his opinion with respect to a proposed meeting point.
  3. request_comment_duration: The dialogue participant is being asked to express his opinion with respect to a proposed duration of a meeting.

- Linguistic Realisation:
  Ginge das bei Ihnen?,
  wie sieht es bei Ihnen denn da aus

- Full Examples - English

  DIALOG mdkr_fcaw_2:

fcaw_2_02:	*well I have Monday morning free*	suggest_support_date
	I'm free up until three o'clock on that day	suggest_support_date
	how does that look	request_comment_date

TP 13 GESPRÄCH 19		
JON	000 :	Oh, yes, sorry. I looked at the ⟨P⟩at the wrong page. Then ⟨P⟩⟨ähm⟩ ⟨4s⟩ ⟨P⟩then we can't do it next week ⟨P⟩but ⟨P⟩⟨äh⟩ the week afterwards, at ⟨!1 that⟩ would beeee ⟨P⟩⟨äh⟩ Wednesday and Thursday, that's May eleventh and twels ⟨!1 twelth⟩. ⟨2s⟩ **Is this fine with you?**
NAD	001 :	Ein Moment, ich muß nachschaun, ein Moment bitte. ⟨10s⟩

- Full Example - German

QUELLE: N001K.TRL		
PS1	003 :	Ja am Dienstag den sechsten April hätt' ich noch einen Termin frei, allerdings nur nachmittags. **Geht es da bei Ihnen ⟨!Ihnn⟩ auch?**
BS1	004 :	Oh, das is' schlecht, da habe ich um vierzehn Uhr dreißig einen ⟨!einn⟩ Termin beim Zahnarzt ⟨%⟩.

Request_Suggest

- Illocution: The dialogue participant is being asked to make a suggestion.
  1. request_suggest_date: The dialogue participant is being asked to propose a time for an appointment.
  2. request_suggest_location: The dialogue participant is being asked to propose a place for a meeting.
  3. request_suggest_duration: The dialogue participant is being asked to propose a duration for the meeting.
- Linguistic Realisation:
  vielleicht sagen Sie mir dann noch, wo Sie und wann Sie können,
  vielleicht schlagen Sie etwas vor
- Full Examples - English

  DIALOG mjcc_fjlv_3:

mjcc_3_01:	*Jackie I'd like to set up a meeting in the next couple a weeks for two hours*	init_date
	do you have some time free	request_suggest_date

QUELLE: TP 13 GESPRÄCH 24		
GRA	002 :	⟨P⟩Hallo. My name is D ⟨%⟩ter Band . And it like to arrange a dinner date with you.
HAM	003 :	⟨P⟩Uh yes. Uh ⟨:⟨;kurz ⟩ we could:⟩– I'd– ⟨P⟩**What what woul ⟨P⟩is a good day ⟨P⟩of the week for you ⟨P⟩for dinner?**
DBA	004 :	⟨P⟩Also, ich könnte ⟨P⟩Dienstag ⟨P⟩bis Donnerstag ⟨%⟨P⟩zu jeder Uhrzeit⟩.

Suggest

- Illocution: A TON is being suggested or excluded.
- Subcategorization:

  1. suggest_exclude: A TON is being excluded.

  1.1 suggest_exclude_date: A date is being excluded.

  1.2 suggest_exclude_location: A meeting point is being excluded.

  1.3 suggest_exclude_date: A duration for a meeting is being excluded.

  2. suggest_support: A TON is being proposed / suggested.

  2.1 suggest_support_date: A date is being suggested.

  2.2 suggest_support_location: A meeting point is being suggested.

  2.3 suggest_support_duration: The duration for a meeting is being suggested.

- Linguistic Realisation:
  Und Freitag nachmittag ist auch schlecht (suggest_exclude_date),
  allerdings nicht diesen Freitag. (suggest_exclude_date)
  ginge es am dreizehnten März? (suggest_support_date)
  ich könnte am ersten Februar (suggest_support_date).

- Full Examples - English

  DIALOG flmb_mkps_6:

flmb_6_03	*let me check my calendar here*	deliberate_explcite
	we're on the twenty fourth	deliberate_implicite
	well the twenty seventh I have class from nine to twelve	suggest_exclude_date
	so the afternoon is free and on the twenty eighth also	suggest_support_date
	the twenty ninth is totally full	suggest_exclude_date
	how do those days look for you	request_state_duration

QUELLE: TP 13 GESPRÄCH 21		
GRA	000 :	I would still have some free time in the week from thirteenth through seventeenth June.
HEL	001 :	Okay, **how about we were to make it on ⟨P⟩on ⟨P⟩from Wednesday ⟨P⟩, the fifteenth until Friday, the seventeenth?**
WIN	002 :	Einverstanden, der Termin paßt mir gut. ⟨äh⟩ Wie ⟨P⟩⟨ääh⟩ soll es ablaufen? ⟨ääh⟩ Wie wolln wir ⟨ääh⟩ nach Frankfurt fahren, ⟨ääh⟩ ⟨P⟩mit dem Zug oder ⟨P⟩mit dem Auto, ⟨P⟩und wann soll es hier in Hamburg losgehn? ⟨3s⟩

- Full Example - German

QUELLE: N002K.TRL		
MW1	009 :	⟨;T⟩ geht 's bei mir sowieso fast nie .
MW1	010 :	**wie wär's wenn wir uns statt dessen⟨Z⟩ am Montag treffen würden. Montags nachmittags, irgendwann am frühen Vormittag**.
PS1	011 :	Welchen Montag meinen Sie.

Thank

- Illocution: The dialogue partners thank each other.
- Subcategorization
  1. thank_init: dialogue partner expresses his/her thanks.
  2. thank_reaction: A dialogue partner reacts to the thanks expressed by the respective other dialogue partner.
- Linguistic Realisation:
  Danke schön,
  Vielen Dank.
- Full Example - English

  DIALOG menm_ffmw_7:

menm_7_07:	...	
	Tuesday November twenty third eight to ten AM	suggest_support_date
	how's that sound to you	request_state_date
ffmw_7_08:	*okay*	feedback
	that's fine	accept_date
	I'll see you Tuesday November twenty third then	accept_date
	thanks	thank

- Full Example - German

QUELLE: TP 13 GESPRÄCH 21	
WIN 000 :	Na, ich fang' noch mal an. Guten Tag, mein Name ist Willien, **vielen Dank für Ihren Besuch.** ⟨P⟩⟨äähhh⟩ Wir wollen ja ⟨P⟩einen Termin abstimmen, damit wir gemeinsam nach Frankfurt zu Ihrem Unternehmen fahren können um dort ⟨P⟩⟨äähh⟩ mir das Softwareprogramm vorzustellen. ⟨P⟩⟨äh⟩ Vielleicht ⟨äh⟩ sollten wir unsre Terminkalender vornehmen und einen passenden Termin abstimmen.

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