



UNIVERSITY AT ALBANY
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Workshop on Interactive Question Answering

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Overview

- **Motivation**
- **Key topics**
 - Users
 - Domain
 - Evaluation
- **Discussion**
- **Roadmap**



Motivation

- **Complex QA**
 - Beyond factoid
 - AQUAINT driven (in the US)
 - Global perspective
- **Challenges**
 - Find “vital nuggets” (whatever they may be) in relation to complex question
 - Expand Query
 - Explore Answer Space



Interactive QA

- **What do we mean by interaction?**
 - Relevance feedback?
 - Some mechanism of refining query
 - Dialogue?
 - System initiative
 - Related material:
“Are you interested in...”
 - User Initiative
 - Error correction
“Hang on, I meant...”
 - Request for clarification
“Why are you telling me that?”
 - Something in between?



Perspective

- Where does IQA sit?
 - Information retrieval
 - Interactive IR
 - Unstructured domain
 - Limited interaction
 - Working with the query
 - Dialogue Systems
 - Domain specific
 - Highly structured
 - Knowledge of the answers



Key Topics

- **Users**
 - Who are they?
 - What do they want?
 - And how does *who they are* shape that!
 - What can they do?
 - What can/should we model?
 - How?
 - WOZ?



Key Topics

- **Domain**
 - Best interaction systems have EXTENSIVE domain model
 - Open domain QA seems to preclude exactly this
 - How to model or structure underlying complex data to allow sufficiently useful interaction
 - Interaction can serve as key *negotiation* tool between user model and system model of the domain



Key Topics

- **Evaluation**
 - Interactive system evaluation places **KEY** value on the **USER**
 - Which is **EXPENSIVE!**
 - Dialogue systems demonstrated that precision and recall can have only weak correlation with **USER SATISFACTION**
 - New metrics/methodologies needed to measure **EFFECTIVE** system performance



Discussion

- An important stage in the definition of a more complex form of QA
- Participation is vital
- Cross-community involvement is key
 - We are not operating in a vacuum
 - Interaction means different things to different groups



Roadmap

- A central goal of the workshop
- Discussions create framework for roadmap construction
- Structure of workshop focused toward discussion points in key aspects of IQA
- Notes taken toward building a roadmap for IQA development
- Roadmap available to all