

Help Yourself : A Virtual Self-Assist Agent

‡Subhabrata Mukherjee and †Sachindra Joshi

‡Max-Planck-Institut für Informatik (Germany), †IBM Research Lab (India)

1. INTRODUCTION

- *Self Assist Systems* can solve customer problems in an automated manner
 - "How to change the ringtone of my mobile?"
 - "How to troubleshoot network printer?"
 - "My iPhone is not working"
- Existing systems are simple transactional and syntactically rigid
- Knowledge articles and manuals have *structures* that can be exploited to create self-assist dialogue systems
- An *Intent Graph* is automatically constructed from such articles, that forms the core of the dialogue system

Sample Knowledge Article

Learn how to transfer contacts from a BlackBerry device to an iPhone

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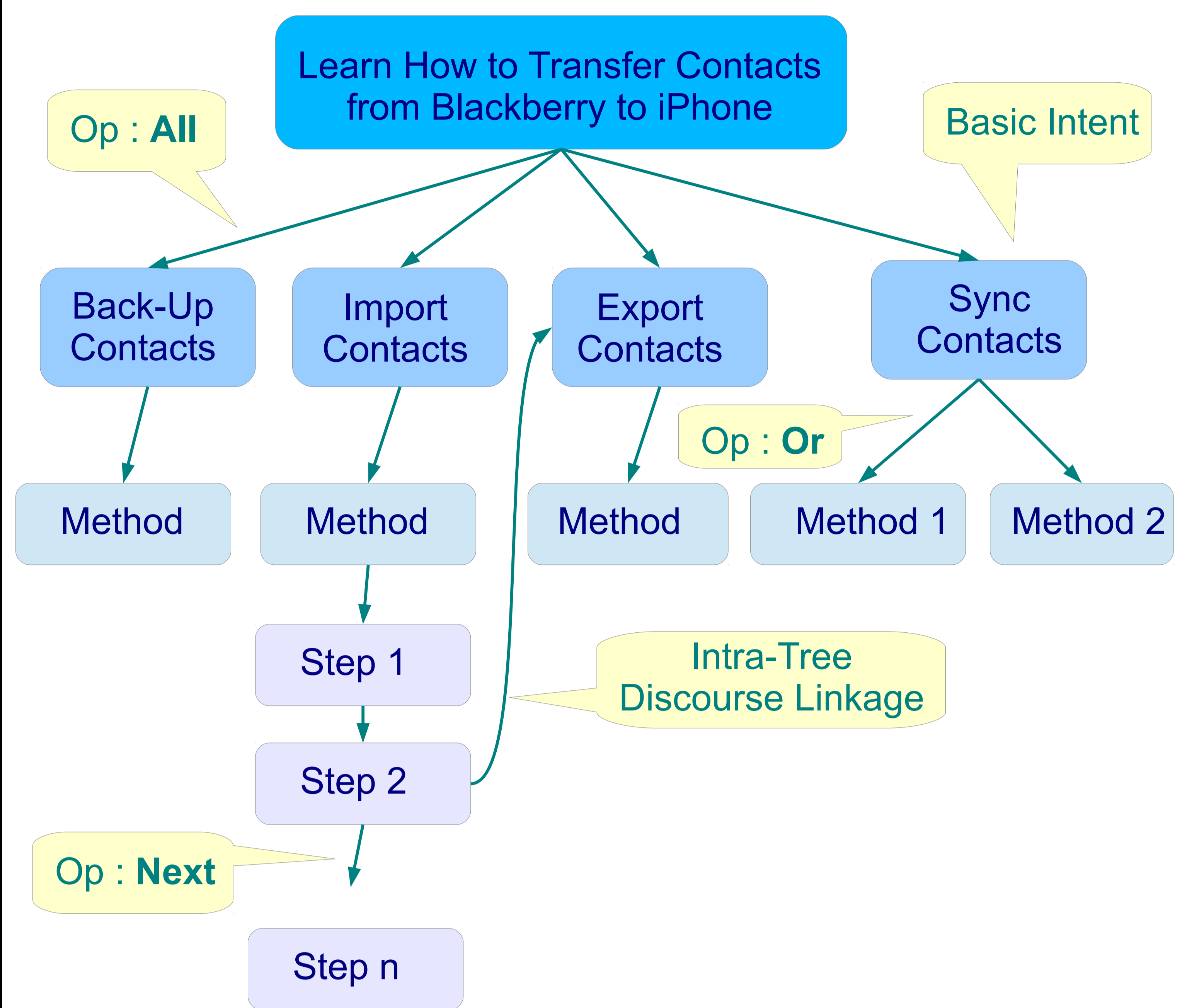
Back-Up Contacts

If the contacts on the BlackBerry device are already synchronized to Google or to a Microsoft Exchange account they can be synchronized directly to the iPhone. You do not need to worry about exporting them from the BlackBerry device, as they are already back up with the Google or Exchange account. If the contacts on the BlackBerry device are not synchronized with a Google or Exchange account, or are saved directly on the device itself, you must export them from the device and then import them to a Google or Exchange account that will be set up to synchronize with the iPhone.

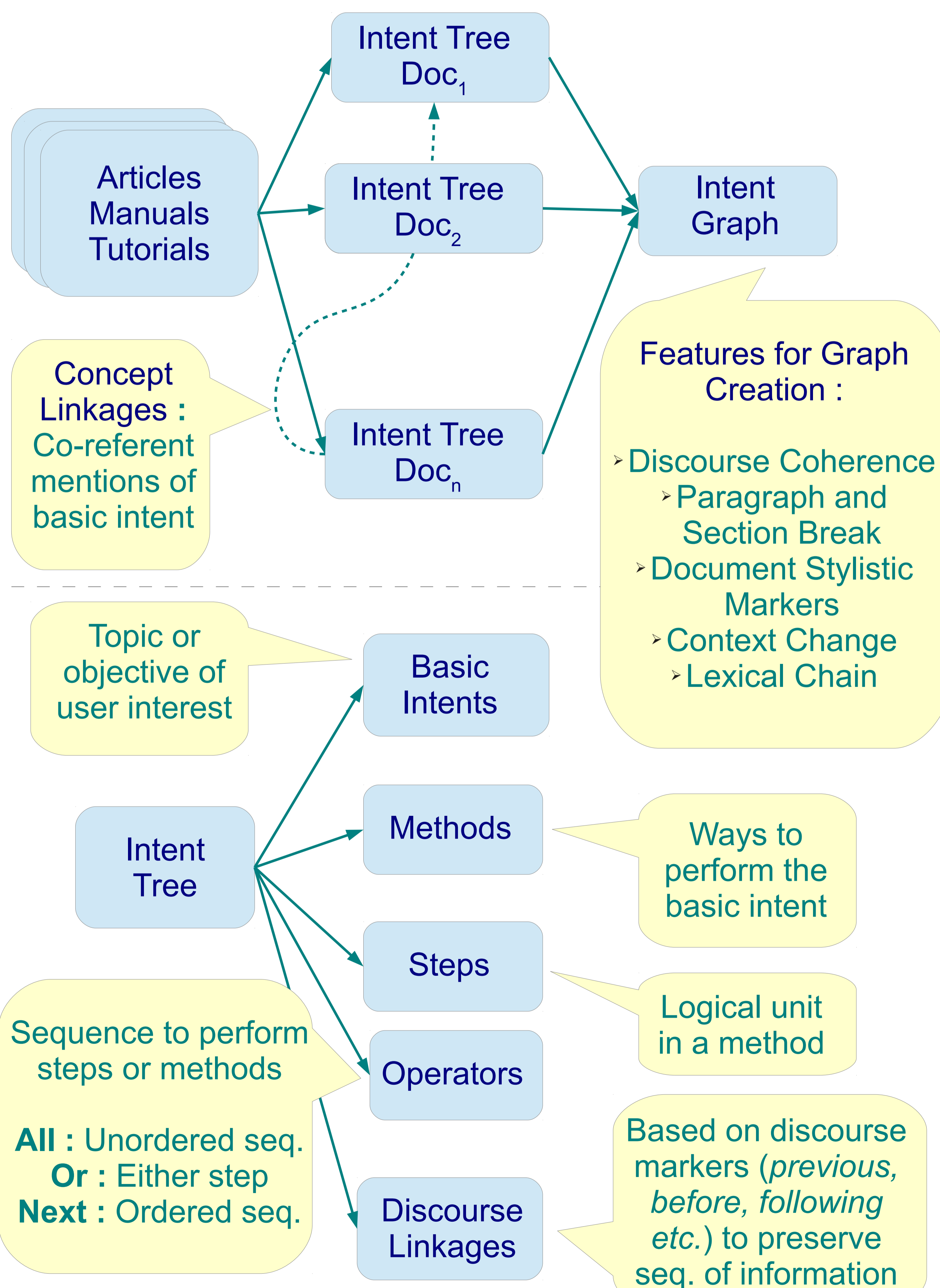
Export the On-device Contacts

1. Ensure you have installed BlackBerry Desktop Software on the PC. The latest version can be found on the BlackBerry website: <http://us.blackberry.com/apps-software/desktop/>.
2. On the PC, open the BlackBerry Desktop Software application.
3. Connect the BlackBerry device to the PC via USB cable.
4. In BlackBerry Desktop Software, click Organizer from the menu on the left.
5. If a warning is displayed to Turn off wireless sync, follow these steps to turn it off on the device:
 - On the BlackBerry, in the Contacts application press the Menu key, then select Options.
 - If necessary, click the contact list.
 - Change the Wireless Synchronization field to No or clear the Wireless Synchronization check box.
 - Press the Menu key, then select Save.
6. In BlackBerry Desktop Software, click Device, then Sync by Type, and Organizer.

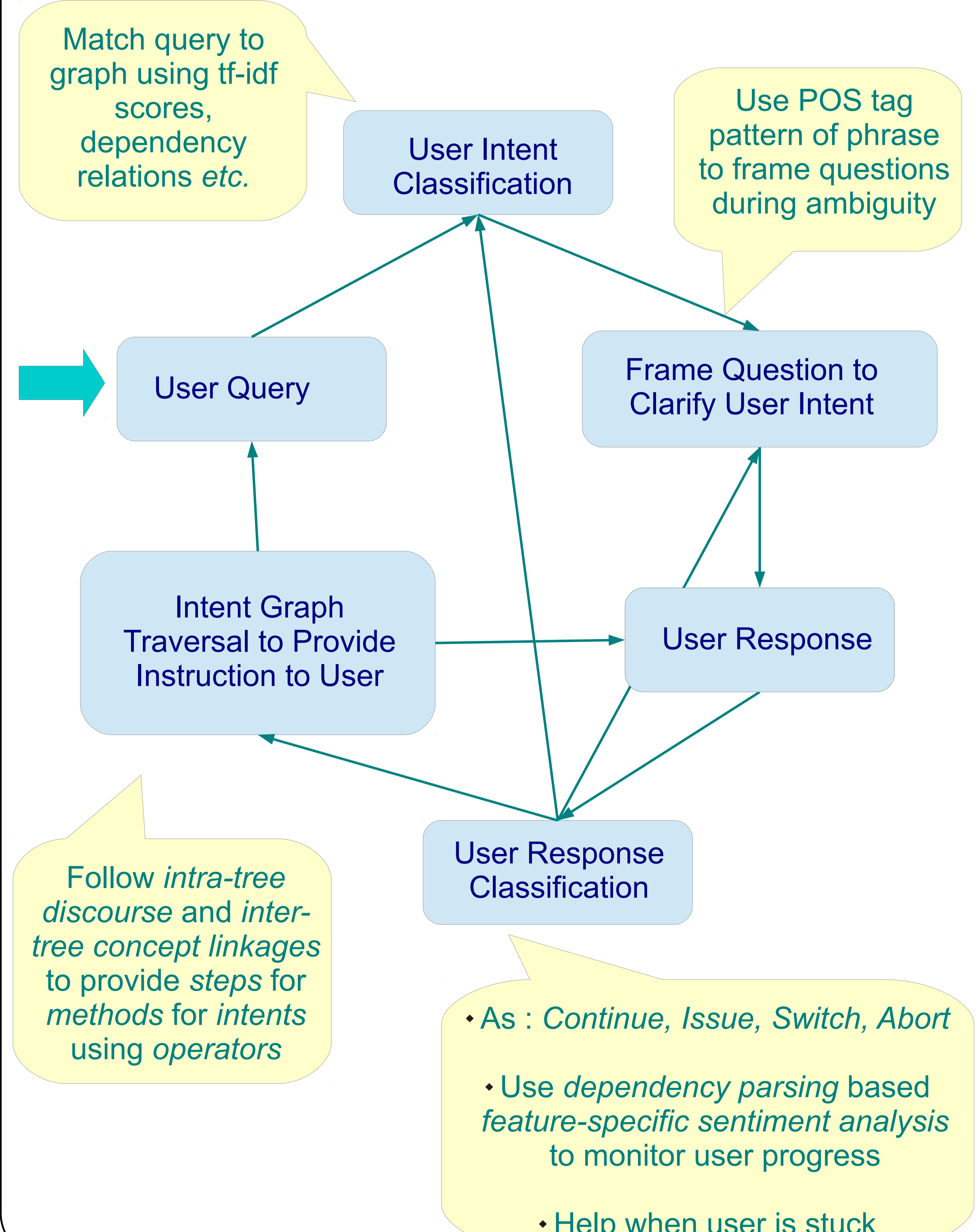
3. INTENT TREE OF SAMPLE KNOWLEDGE ARTICLE



2. FRAMEWORK FOR INTENT GRAPH EXTRACTION



4. FRAMEWORK FOR DIALOGUE USING INTENT GRAPH



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