A Supplemental Material

A.1 User Guide

We provide the complete schemata across all tasks and domain. We include all Agent dialogue acts, followed by customer intent classes, followed by slot labels. We provide the intent or slot name, a description, and an example. If relevant, we identify if the item is domain specific or generic. Domains are bolded and in all capital letters.

A.2 Conversational biases

Table 1: **Conversational biases with explanations**

IntentChange	When a user starts a conversation with a particular intent in mind, but later change their overall goal	"I'd like to check my balance. No wait, I mean I need to find out the routing number for the bank."
MultiIntent	When a user has multiple intents for a particular conversation	"I'd like to cancel my service and start new service in my new house."
MultiValue	When a user lists multiple slot values	"Can I have a pizza with pepperoni, sausage and mushrooms?"
None	When there is no explicit bias given for a conversation	N/A
OverFill	When user over-fits or fills multiple slots while answering one prompt	"I'd like pineapple on a large pizza."
SlotChange	When a user changes their mind about a slot value that they've provided	"I'd like a large. Wait, actually can you make it a small?"
SlotDeletion	When a user provides a value for a given slot, but later changes their mind and wants it to be removed	"I'd like pepperoni. Actually, wait- cancel that"

A.3 Agent Dialogue Acts Schema

Table 2: **The schema for Agent dialogue acts**

ElicitSlot	the agent is asking the customer questions to try and elicit a particular slot from the user. Many of these are domain specific such as FoodType for Fast Food domain or CarBrand for Insurance.	Customer: I'd like to get proof of insurance for my car. GetProofofInsuranceIntent Agent: Great! Can I get the make of your car? ElicitSlot, SlotToElicit: [CarBrand] Customer: Hyundai Elantra GetProofofInsuranceIntent, slot labels: Hyundai[CarBrand], Elantra[CarModel]
ConfirmGoal	the agent is trying to elicit a confirmation response from the user to confirm a user's overall goal.	You want to order a pizza, right? (Agent is trying to confirm OrderPizza goal)
ConfirmSlot	Agent is trying to confirm a particular slot.	You said a large pizza, not a small, correct? (Agent is trying to confirm Size slot)

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Table 2: **The schema for Agent dialogue acts**

ElicitGoal	This means that the agent is trying to elicit a particular goal (intent) from the customer. The goals will likely be particular to the domain/prompt that you are working on. It's possible for a conversation to have more than one goal so this can appear more than once per conversation.	How can I help you today?
Pleasantries	Pleasantries is used for any human-to-human connection, discourse, or chit-chat that the agent might be engaging in with the customer for the purposes of politeness, friendliness, or to keep the conversation flowing in a normal, human way. In most of the other dialog acts, the agent is trying to help the user achieve their goal, however in the SmallTalk act, they are not actively saying anything that contributes towards achieving the goal.	Thanks for waiting., You've been a great customer!, Sure, I can help you with that.
Other	This is used for the following instances and should only be marked rarely, when the agent is completely outside of the realm of a normal human conversation.	Are we still connected?

A.4 Customer Intent Classes Schema

Table 3: The schemas for customer intent classes, by domain

AIRLINES

Intent	Description	Example	Domain Specific?
BookFlight	Use when a customer tries to book a flight. Note: this intent should only be used when the customer asks to purchase and book, NOT when they are just searching for available flights. Available slots: ArrivalCity, TimeOfArrival, BookingConfirmationNumber, DepartureCity, TimeOfDeparture, EmailAddress, EndDate, Name, NumberOfPassengers, PhoneNumber, Price, StartDate	I'd like to book a flight from New York City to San Francisco leaving Monday, Oct 29 and returning Friday November 9.	Yes
ChangeSeatAssignment	Use when a customer asks to change their seat assignment. Available slots: ArrivalCity, DepartureCity, FlightNumber, NewSeatNumber, OldSeatNumber, SeatType	Can I change my seat from 40D to 30A?	Yes
ClosingGreeting	Use when the customer says good-bye/have a nice day.	Bye // See ya // Have a good one	No

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Table 3: The schemas for customer intent classes, by domain

Confirmation	Use when a customer confirms or agrees to something.	Yes // Ok (see guidelines for more info)	No
ContentOnly	Use when the user is providing details to achieve their overall goal - usually in response to a question from the agent. Note: A conversation can NEVER start with a ContentOnly goal, it always is a subgoal of a larger goal. Available slots: ArrivalCity, TimeofArrival, DepartureCity, TimeofDeparture, EmailADdress, EndDate, FlightNumber, NewSeatNumber, OldSeatNumber, SeatType, BookingConfirmationNumber, Name, NumberofPassenders, PhoneNumber, Price, StartDate	Agent: What is your phone number please? Customer: 123-456-7890 $\leftarrow ContentOnly$	No
GetBoardingPass	Use when customer asks to get their boarding pass for their flight. Available slots: ArrivalCity, DepartureCity, BookingConfirmationNumber, EmailAddress, FlightNumber, PhoneNumber	Can I get my boarding pass for flight 4675?	Yes
GetSeatInfo	Use when a customer asks what their seat number is for their flight. Available slots: ArrivalCity, DepartureCity, FlightNumber, NewSeatNumber, SeatType	Can you let me know what seat I have for my flight from Dallas?	Yes
OpeningGreeting	Use when the customer says hello. Note: This is only at the beginning of a conversation. If the customer is saying "hello?" "hello?" in the middle of the conversation to try and get the agent's attention, that should be marked as OutOfDomain.	Hai // hi // hello //what's up?	No
OutofDomain	Use when the customer has an unrelated request that is not covered by any of the special intents, either.	"hello? Are you listening?" or "I wish I was Beyonc"	No
ThankYou	Use when the customer says thank you to the agent.	Thank you // thanks	No

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Table 3: The schemas for customer intent classes, by domain

	Use when the customer rejects or says no to something.	No // Nope (see guidelines for more info)	No
Rejection			

FAST FOOD

Intent	Description	Example	Domain Specific?
ClosingGreeting	Use when the customer says good-bye/have a nice day.	Bye // See ya // Have a good one	No
Confirmation	Use when a customer confirms or agrees to something.	Yes // Ok (see guidelines for more info)	No
ContentOnly	Use when the user is providing details to achieve their overall goal - usually in response to a question from the agent. Note: A conversation can NEVER start with a ContentOnly goal, it always is a sub-goal of a larger goal. Available slots: Size, Quantity, Ingredient, ExcludedIngredient, FoodItem, DrinkItem, Name, Address, PhoneNumber, PaymentType	Agent: What is your phone number please? Customer: 123-456-7890 $\leftarrow ContentOnly$	No
OpeningGreeting	Use when the customer says hello.	Hai // hi // hello //what's up?	No
OrderBreakfastIntent	When you want to order breakfast. Available slots: Size, Quantity, Ingredient, ExcludedIngredient, FoodItem, DrinkItem, Name, Address, PhoneNumber		Yes
OrderBurgerIntent	When you want to order a burger. Available slots: Size, Quantity, Ingredient, ExcludedIngredient, FoodItem, DrinkItem, Name, Address, PhoneNumber	Can I please have a Big Mac	Yes
OrderDessertIntent	When you want to order dessert. Available slots: Size, Quantity, Ingredient, ExcludedIngredient, FoodItem, DrinkItem, Name, Address, PhoneNumber	I'd like an ice cream sundae please	Yes
OrderDrinkIntent	When you order a drink. Available slots: Size, Quantity, Ingredient, ExcludedIngredient, FoodItem, DrinkItem, Name, Address, PhoneNumber	I'd like to order a small Coke	Yes

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Table 3: The schemas for customer intent classes, by domain

Intent	Description	Examples	Domain Specific?
OrderPizzaIntent	When you want to order a pizza. Available slots: Size, Quantity, Ingredient, ExcludedIngredient, FoodItem, DrinkItem, Name, Address, PhoneNumber	I'd like to order a pizza	Yes
OrderSaladIntent	When you want to order a salad. Available slots: Size, Quantity, Ingredient, ExcludedIngredient, FoodItem, DrinkItem, Name, Address, PhoneNumber	I'd like to order a chicken salad	Yes
OrderSideIntent	When you want to order a side to your main meal. Available slots: Size, Quantity, Ingredient, ExcludedIngredient, FoodItem, DrinkItem, Name, Address, PhoneNumber	I would like to order fries	Yes
OutofDomain	Use when the customer has an unrelated request that is not covered by any of the special intents, either.	"hello? Are you listening?" or "I wish I was Beyonc"	No
ThankYou	Use when the customer says thank you to the agent.	Thank you // thanks	No
Rejection	Use when the customer rejects or says no to something.	No // Nope (see guidelines for more info)	No

FINANCE

Intent	Description	Examples	Domain Specific?
CheckBalance	Use when a customer wants to check their balance on a bank account or credit card. Available slots: AccountNumber, Address, Name, SSN, CardNumber	How much money do I have on my checking account?	Yes
CheckOfferEligibility	Use when a customer ask to see of they qualify for a special offer they heard/saw in an advertisement. Available slots: AccountNumber, Address, CardNumber, Name, Offer, SSN	I saw an ad about new, lower rates for your credit cards. As an old customer, do I qualify for these rates?	Yes
CloseAccount	Use when a customer wants to close their bank account or credit card. Available slots: AccountNumber, Address, CardNumber, Name, SSN	I want to close my account ending in 1234.	Yes

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Table 3: The schemas for customer intent classes, by domain

ContentOnly	Use when the user is providing details to achieve their overall goal - usually in response to a question from the agent. Note: A conversation can NEVER start with a ContentOnly goal, it always is a subgoal of a larger goal. Available slots: AccountNumber, Address, CardNumber, ChargeAmount, ChargeDate, ChargeTime, Mame, LastUsedDate, LastUsedTime, Offer, PoliceNotified, ReplacementReason, SSN, TargetAccountNumber, Price, TransferAmount	Agent: What is your phone number please? Customer: 123-456-7890 $\leftarrow ContentOnly$	No
ClosingGreeting	Use when the customer says goodbye.	Goodbye.	No
Confirmation	Use when a customer confirms or agrees to something.	Yes. —— OK.	No
DisputeCharge	Use when the customer complains about a charge on their bank account or credit card they didn't make, and wants to have it removed. Available slots: AccountNumber, Address, CardNumber, ChargeAmount, ChargeDate, ChargeTime, LastUsedDate, LastUsedTime, Name, SSN	There's a charge on my card I don't recognize.	Yes
GetRoutingNumber	Use when the customer wants to find out the correct routing number for their bank account. Available slots: AccountNumber, Address, CardNumber, Name, SSN	Can you tell me what the routing number is for my account?	Yes
OpenAccount	Use when a customer wants to open a new bank account or credit card. Available slots: AccountNumber, Address, CardNumber, Name, SSN	I'd like to open a new savings account.	Yes
OpeningGreeting	Use when the customer says hello.	Good morning.	No
OrderChecks	Use when the customer wants to order checks. Available slots: AccountNumber, Address, CardNumber Name, SSN	I ran out of checks.	Yes

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Table 3: The schemas for customer intent classes, by domain

Intent	Description	Examples	Domain Specific?
OutOfDomain	Use when the customer has a non-finance request that is not covered by any of the special intents, either.	See above under "Unrelated intent".	No
Rejection	Use when the customer rejects or says no to something.	No.	No
ReplaceCard	Use when the customer needs to replace a damaged or expired card. Available slots: AccountNumber, Address, CardNumber, Name, PoliceNotified, ReplacementReason, SSN	Yes	
ReportLostCard	Use when the customer lost their card or had it stolen. Available slots: AccountNumber, Address, CardNumber, ChargeAmount, ChargeDate, ChargeTime, LastUsedDate, LastUsedTime, Name, PoliceNotified, ReplacementReason, SSN	I can't find my credit card.	Yes
RequestCreditLimitIncrease	Use when the customer wants to increase the credit limit on their card. Available slots: AccountNumber, Address, CardNumber, Name, Offer, SSN	I would like to increase my credit limit.	Yes
ThankYou	Use when the customer says thank you to the agent.	Thanks.	No
TransferMoney	Use when the customer wants to transfer money from one account to another. Available slots: AccountNumber, Address, CardNumber, Name, SSN, TargetAccountNumber, Price, TransferAmount	I want to move some money from my checking account to my savings account.	Yes
UpdateAddress	Use when the customer wants to change their address because of a recent or upcoming move. Do not use this intent when the customer is correcting themselves after giving the incorrect address earlier in the same conversation. Available slots: AccountNumber, Address, CardNumber, Name, SSN	I moved last week, so I'd like to update my address.	Yes

INSURANCE

Intent	Description	Examples	Domain Specific?

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Table 3: The schemas for customer intent classes, by domain

Intent	Description	Example	Domain Specific?
ContentOnly	Use when the user is providing details to achieve their overall goal - usually in response to a question from the agent. Note: A conversation can NEVER start with a ContentOnly goal, it always is a subgoal of a larger goal. Available slots: CarBrand, CarModel, CarYear, ClaimID, Name, EmailAddress, PhoneNumber, PolicyID, SSN	Agent: What is your phone number please? Customer: 123-456-7890 $\leftarrow ContentOnly$	No
CheckClaimStatus	Use when the customer asks about the status of an insurance claim they filed. Available slots: CarBrand, CarModel, CarYear, ClaimID, Name, EmailAddress, PhoneNumber, PolicyID, SSN	I filed an insurance claim two weeks ago, but I still havent got paid.	Yes
ClosingGreeting	Use when the customer says goodbye.	Goodbye.	No
Confirmation	Use when a customer confirms or agrees to something.	Yes. —— OK.	No
GetProofOfInsurance	Use when a customer asks for proof of insurance documents. Available slots: CarBrand, CarModel, CarYear, ClaimID, Name, EmailAddress, PhoneNumber, PolicyID, SSN	I need a copy of my insurance documents for my car.	Yes
OpeningGreeting	Use when the customer says hello.	Good morning.	No
OutOfDomain	Use when the customer has a non-finance request that is not covered by any of the special intents, either.	See above under "Unrelated intent".	No
Rejection	Use when the customer rejects or says no to something.	No.	No
ReportBrokenPhone	Use when the customer calls about a broken phone. Available slots: ClaimID, Name, EmailAddress, PhoneNumber, PolicyID, SSN	My phones screen is cracked.	Yes
ThankYou	Use when the customer says thank you to the agent.	Thanks.	No

MEDIA

Intent	Description	Example	Domain Specific?

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Table 3: The schemas for customer intent classes, by domain

CancelServiceIntent	Use this ONLY when a user wants to cancel their service. Available slots: CurrentCity, CurrentZipCode, EmailAddress, ServiceType, UserName, Date, AccountID, Address, Phonenumber, SSN	"I'd like to cancel my service"	Yes
ClosingGreeting	Use when the customer says good-bye/have a nice day.	Bye // See ya // Have a good one	No
Confirmation	Use when a customer confirms or agrees to something.	Yes // Ok (see guidelines for more info)	No
ContentOnly	Use when the user is providing details to achieve their overall goal - usually in response to a question from the agent. Note: A conversation can NEVER start with a ContentOnly goal, it always is a subgoal of a larger goal. Available slots: NewCity, CurrentCity, CurrentZipCode, NewZipCode, EmailAddress, ServiceType, DataCategoryValues, UserName, Date, AccountID, Price, Address, Phonenumber, SSN, ChannelPackage, Promotion	Agent: What is your phone number please? Customer: 123-456-7890 $\leftarrow ContentOnly$	No
GetChannelPackageIntent	Use this intent when a user asks about getting a particular channel package. Available slots: CurrentCity, CurrentZipCode, EmailAddress, ServiceType, UserName, Date, AccountID, Address, Phonenumber, SSN	"I'd like to add the sports package to my current service."	Yes
GetInformationIntent	Use this intent when a user asks for more information about a product or a service. Available slots: CurrentCity, CurrentZipCode, EmailAddress, ServiceType, UserName, Date, AccountID, Address, Phonenumber, SSN	"Can you tell me more about the 15% off promotion for a 100 new channels?"	Yes

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Table 3: The schemas for customer intent classes, by domain

OpeningGreeting	Use when the customer says hello. Note: This is only at the beginning of a conversation. If the customer is saying "hello?" "hello?" in the middle of the conversation to try and get the agent's attention, that should be marked as OutOfDomain.	Hai // hi // hello //what's up?	No
OutofDomain	Use when the customer has an unrelated request that is not covered by any of the special intents, either.	"hello? Are you listening?" or "I wish I was Beyonc"	No
StartServiceIntent	Use this intent when the user would like to sign up for a new service. Available slots: CurrentCity, CurrentZipCode, EmailAddress, ServiceType, UserName, Date, AccountID, Address, Phonenumber, SSN	"I'd like to start new cable service."	Yes
ThankYou	Use when the customer says thank you to the agent.	Thank you // thanks	No
TransferServiceIntent	Use this intent when the user is interested in moving their service from where they currently live to a new address Available slots: CurrentCity, CurrentZipCode, EmailAddress, ServiceType, UserName, Date, AccountID, Address, Phonenumber, SSN	"I'm moving and I'd like to move my service."	Yes
Rejection	Use when the customer rejects or says no to something.	No // Nope (see guidelines for more info)	No
ViewBillsIntent	Use this when the user is interested in just viewing their bills. Available slots: CurrentCity, CurrentZipCode, EmailAddress, ServiceType, UserName, Date, AccountID, Address, Phonenumber, SSN	"I'd like to view the bill for my account please"	Yes
ViewDataUsageIntent	Use this when the user is interested in finding out how much data they are using on their account. Available slots: CurrentCity, CurrentZipCode, EmailAddress, ServiceType, UserName, Date, AccountID, Address, Phonenumber, SSN	"I'd like to know how much data I'm using for my account"	Yes

Table 3: The schemas for customer intent classes, by domain

Intent	Description	Example	Domain Specific?
UpgradeServiceIntent	Use this intent when a user asks to upgrade their service. Available slots: CurrentCity, CurrentZipCode, EmailAddress, ServiceType, UserName, Date, AccountID, Address, Phonenumber, SSN	"I'd like to upgrade my service"	Yes
UpdateAccountInfo	When the user wants to update their account info. Available slots: NewCity, CurrentCity, CurrentZipCode, NewZipCode, EmailAddress, ServiceType, UserName, Date, AccountId, Price, Phonenumber, SSN, ChannelPackage, Promotion	"I'd like to update my account information"	Yes

SOFTWARE

Intent	Description	Example	Domain Specific?
ChangeOrder	Use to make changes to a recurring order that has been previously set up. This is used only for making changes to an order, not for Customers to correct errors they made. Available slots: Name, AccountNumber, CompanyName, OrderNumber, Quantity, Date, Frequency, ItemName, Address	I need to increase my order for the PSR-E263 model Yamaha keyboards by 2 per month.	Yes
CheckServerStatus	Use for inquiries about the condition of the server; e.g., whether it's down or not. Available slots: AccountNumber, CompanyName, SoftwareName, Password, Address	Is the server down?	Yes
ClosingGreeting	Use for any closing greeting.	Bye. // Goodbye. // Later. // Have a good day. // Good night. // Etc.	No
Confirmation	Use when a Customer says yes, or otherwise agrees to an offer.	Yes. // Yeah. // Sounds good. // I'll take it. // Okay. // Etc.	No

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Table 3: The schemas for customer intent classes, by domain

ContentOnly	Use when the user is providing details to achieve their overall goal - usually in response to a question from the agent. Note: A conversation can NEVER start with a ContentOnly goal, it always is a sub-goal of a larger goal. Available slots: Name, AccountNumber, CompanyName, SoftwareName, Password, ExpenseType, Cost, ApproverName, OrderNumber, Quantity, Date, Frequency, ItemName, Address	Agent: What is your phone number please? Customer: 123-456-7890 $\leftarrow ContentOnly$	No
ExpenseReport	Use to begin writing a report for business expenses.	I want to update my expenses. Available slots: AccountNumber, CompanyName, Password, ExpenseType, Cost, ApproverName, Date, Address	Yes
GetPromotions	Use when a Customer asks about any promotions or discounts the company might have on offer. Available slots: Name, AccountNumber, CompanyName, SoftwareName, Password, ExpenseType, Cost, ApproverName, OrderNumber, Quantity, Date, Frequency, ItemName, Address	If I purchase a large quantity, will there be any discount on the price?	Yes
StartOrder	Use either to make a one-time order, or to set up a recurring order. Available slots: Name, AccountNumber, CompanyName, OrderNumber, Quantity, Date, ItemCode, Frequency, ItemName, Address	I'd like to order a Casio keyboard model No. 5601-V. // I need to set up a recurring monthly order for 20 blocks of violin wax.	Yes
StopOrder	Use to cancel a recurring order that has previously been set up. Available slots: Name, AccountNumber, CompanyName, OrderNumber, Quantity, Date, ItemCode, Frequency, ItemName, Address	I need to cancel my monthly order for Elixir 80/20 bronze guitar strings.	Yes

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Table 3: The schemas for customer intent classes, by domain

ProvideReceipt	Requests for a receipt for expenses or purchases. Available slots: AccountNumber, CompanyName, Password, ExpenseType, Cost, ApproverName, Date, Address	I need a receipt for hotel expenses for my January trip to Brazil.	Yes
OpeningGreeting	Use for any opening greeting.	Hello. // Hi. // Good morning. // Hey, there. // Etc.	No
OutOfDomain	Use for any comment not related to these categories.	Are you listening? // Are we still connected? // Can I get 3 large Cokes?	No
ReportBrokenSoftware	Use to cover reports that an app/software isn't working.	I can't log in to Skype.	Yes
SoftwareUpdate	Use whenever a Customer starts a conversation by asking what software updates are available. Available slots: AccountNumber, CompanyName, SoftwareName, Password, Address	What version of WhatsApp do I need to be using?	Yes
Rejection	Use when a Customer says no, or otherwise turns down an offer.	No. // I don't want that. // That's all. // Nope. // Etc.	No
ThankYou	Use when a Customer says thanks, or makes any expression of gratitude.	Thanks. // Thank you. // I appreciate it. // Etc.	No

A.5 Slot Labels

Table 4: The schemas for customer intent classes, by domain

AIRLINES

Slot Label	Description	Example
ArrivalCity	Used when a customer gives a city name for their intended arrival location	Arrive in Boston on Monday
BookingConfirmationNumber	Used when a customer gives a booking number	Booking #: 234925782
DepartureCity	Used when a customer gives a city name for their intended departure location	Depart from London on Friday

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Table 4: The schemas for customer intent classes, by domain

Slot Label	Description	Example
Email	Used when a customer gives their email address	bob@amazon.com
EndDate	Used when a customer provides the date of their return flight. If the customer only provides ONE date, mark it as StartDate	Returning on Friday, November 9// 11-9-2018// Nov 9
FlightNumber	Used when a customer gives their flight number	United 4567
Name	Used when a customer provides their name	My name is Peter Parker
NewSeatNumber	Used when a customer is trying to change seat assignment. This tag should be applied to the new assignment	Can I change my seat from 40D to 30A?
OldSeatNumber	Used when a customer is trying to change seat assignment. This tag should be applied to the old seat assignment	Can I change my seat from 40D to 30A?
PhoneNumber	Used when a customer provides their phone number	Phone number is 800-555-1234
Price	Used when a customer says the price of the flight/baggage/seat change etc.	I'd like to purchase the flight for $500.
SeatType	Used when a customer asks about a certain type of seat (aisle, middle, window)	Do you have any aisle seats available?
StartDate	Used when a customer provides the date of their first flight. If the customer only provides ONE date, mark it as StartDate	Departing on Monday, October 29 //10-29-2018// Oct 29
TimeofArrival	Used when a customer provides the time of arrival of their flight	Flight arriving at midnight//1:30 PM // 13:00
TimeofDeparture	Used when a customer provides the time of departure of their flight	Flight departing at midnight//1:30 PM // 13:00

FAST FOOD

Slot Label	Description	Example
Size	size of the food item	medium // small // large
Quantity	quantity of the food item	I'd like 3 burgers // 2 large pizzas
Ingredient	also applies to pizza toppings, burger toppings	I'd like a large cheese pizza with pepperoni and mushrooms

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Table 4: The schemas for customer intent classes, by domain

Slot Label	Description	Example
ExcludedIngredient	Refers to an ingredient that you would like to be removed from a food item	I'd like a burger with no lettuce. "lettuce" should be labeled ExcludedIngredient
FoodItem	the food item in the intent	I'd like to order a large pizza
DrinkItem	the drink item in the intent	I'd like an iced coffee

FINANCE

Slot Label	Description	Example
AccountNumber	Use on full or partial account numbers, but not on card numbers. (Use context to decide.) For transfers, use this for the origin of the money (see also TargetAccountNumber).	123498765
Address	Use on any and all parts of addresses, including street names, street numbers, zip codes, states, etc.	2982 Rose Ave, Seattle, WA
CardNumber	Use on full or partial card numbers, but not on account numbers. (Use context to decide.)	******4567
ChargeAmount	Use on a sum of money that was charged, including the currency, if it is present.	$500
ChargeDate	Use on the date the account was charged on. It doesn't have to be an exact date expressed with number values.	today —— last week —— 06/19 —— June 30th —— 2018-04-18
ChargeTime	Use on the time the account was charged at. It doesn't have to be an exact time expressed with number values.	8pm —— morning —— 4:18
CustomerName	Use on the name of the customer.	Jane Doe
LastUsedDate	Use on the date the card was last used. It doesn't have to be an exact date expressed with number values.	today —— last week —— 06/19 —— June 30th —— 2018-04-18

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Table 4: The schemas for customer intent classes, by domain

Label	Description	Example
LastUsedTime	Use on the time the card was last used. It doesn't have to be an exact date expressed with number values.	8pm —— morning —— 4:18
Offer	Use on the special offer the customer is trying to get.	lower rates
PoliceNotified	Use if the customer tells the agent they notified the police about a lost credit card without prompting; i.e., not responding to a yes/no question. "My credit card was stolen. I filed a police report, and now I'm calling you."	police
ReplacementReason	Use on the word(s) indicating the reason the customer wants a replacement card.	expired —— broken —— doesn't work
SSN	Use on a full or partial social security number.	1234
TargetAccountNumber	Use on the account number the customer wants to transfer money to. (See also AccountNumber.)	123498765
TransferAmount	Use on a sum of money that the customer wants to transfer, including the currency, if it is present.	100,000

INSURANCE

Label	Description	Example
CarBrand	Use on the brand/make of the car. Dont include the model or year those are different slot labels.	Ford
CarModel	Use on the model of the car. Dont include the brand or year those are different slot labels.	Focus
CarYear	Use on the year of the car was released. Dont include the make or model those are different slot labels.	2017

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Table 4: The schemas for customer intent classes, by domain

Slot	Description	Example
ClaimID	Use on the insurance claim ID (combination of letters and numbers). Use the context to differentiate from PolicyID.	ABC123
Name	Use on the name of the customer.	Jane Doe
EmailAddress	Use on full email addresses.	jane.doe@gmail.com
PhoneNumber	Use on phone numbers. If area codes or extensions are uses, include those as well.	(999) 555-3434 —— 123-9999 —— 1-800-CALLME
PolicyID	Use on the insurance policy ID (combination of letters and numbers). Use the context to differentiate from ClaimID.	DEF345345345
SSN	Use on a full or partial social security number.	1234

MEDIA

Slot	Description	Example
NewCity	Used for the city that the user is moving to	"I'd like to transfer service from Missoula, Montana to New York, New York"
CurrentCity	Used for the city that the user is moving from. If user only provides one city, use this this slot	"I'd like to transfer service from Missoula, Montana to New York, New York"
CurrentZipCode	Used for the zip code where the user is moving from. If the user only provides one zip code, use this slot.	"I live at 02210."
NewZipCode	for the zip code where the user is moving to	"I'm moving to 90210"
ServiceType	Used for all services provided by the cable company such as phone, internet, TV, cable	"I'd like to purchase a cable bundle."
DataCategoryValues	Used for instances where the user asks about an amount of data or data usage	"I'd like to purchase the 5GB data plan for my phone."

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Table 4: The schemas for customer intent classes, by domain

Slot label	Description	Example
UserName	Used for any name that the user gives, could be their name or a family member's name, or an online username	"Can you tell me about Jon's usage for the month?" OR "My name is Nancy."
Date	Used for any and all dates given by the customer	12/25/2012 or March or last week
AccountID	The fake account ID that the user provided to the agent	"My account number is 123456"
Price	Used for any intent where the user asks for a price or gives a price	"I'd like the cable package for $50 per month"
Address	Used for slotting the entire address	"I live at 555 Washington St."
Phone Number	User's phone number	My number is 123-456-7890
SSN	User's last four digits of their "social security number'	
Email	User's "email address"	bradpitt@email.com
ChannelPackage	When user is trying to order a cable package	"I'd like the sports package"
Promotion	Used when customer is asking about or ordering a Yes promotion or discount	"I'd like the 15% off for three months premium cable package"

SOFTWARE

Slot label	Description	Example
Name	Use when a Customer gives a name, including first name, last name, or both.	My name is John Waters. // This is John from Downbeat Music. // My user name is Jonah.
AccountNumber	Used when a Customer provides a numeric or alphanumeric account number	My account number is UFO5440.
CompanyName	Used when a Customer provides the name of their company.	I'm placing an order for Harlowe Instruments.
SoftwareName	Used when a Customer gives the name of the app they're calling about.	I'm trying to use Skype.

Table 4: The schemas for customer intent classes, by domain

Password	Used when the Customer gives their individual or their company's numeric or alphanumeric password.	My company's password is 404NF.
ExpenseType	Used when the Customer identifies the kind of travel expense they're reporting.	I spent $632 on flights from Boston to Vancouver.
Cost	Used to identify any kind of cost in any currency.	I spent $632 on flights from Boston to Vancouver.
ApproverName	Used to identify the name of the manager of the department, or of the person placing the order, if they're different.	My manager's name is Karl Zinka. // I'm Nera Vivaldi, and I have the authority to approve this transaction.
OrderNumber	Used to mark the order number that the conversation is about.	This is order #TPE29.
Quantity	Used to identify the quantity of item(s) in a particular order.	Please ship 3 Steinway baby grand pianos to our New Orleans office.
Date	Used to identify any date given by the Customer.	Please record my Eurail ticket expenses of 189 on11/26/18.
ItemCode	Used to note the catalog code for a particular item.	I'd like to order a Casio keyboard model No.5601-V.
Frequency	Used to note how frequently the Customer wants this order to deliver.	I need to increase my order for the PSR-E263 model Yamaha keyboards by 2 per month. // Please send me 4 fewer acoustic guitars starting next month.
Item	Used to state what particular item the Customer is looking for.	Do you have any Zildjan cymbals in stock?
Address	Used for when the customer provides an address	555 Washington St. USA