

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)

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

Line	Intent Class	Description	Example	Response	Line
200		Table 3: The schemas for customer intent classes, by			250
201		domain			251
202	Confirmation	Use when a customer confirms or agrees to something.	Yes // Ok (see guidelines for more info)	No	252
203					253
204					254
205	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 ← <i>ContentOnly</i>	No	255
206					256
207					257
208					258
209					259
210					260
211					261
212					262
213					263
214					264
215					265
216					266
217					267
218					268
219					269
220					270
221	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	271
222					272
223					273
224					274
225					275
226					276
227					277
228	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	278
229					279
230					280
231					281
232					282
233					283
234	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	284
235					285
236					286
237					287
238					288
239					289
240					290
241					291
242	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	292
243					293
244					294
245					295
246					296
247	ThankYou	Use when the customer says thank you to the agent.	Thank you // thanks	No	297
248					298
249					299

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

Intent	Description	Example	Domain Specific?
Rejection	Use when the customer rejects or says no to something.	No // Nope (see guidelines for more info)	No
FAST FOOD			
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 ← <i>ContentOnly</i>	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

400				450	
401		Table 3: The schemas for customer intent classes, by domain		451	
402	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	452
403					453
404					454
405					455
406					456
407	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	457
408					458
409					459
410					460
411					461
412	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	462
413					463
414					464
415					465
416					466
417					467
418					468
419	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 Beyond"	No	469
420					470
421					471
422					472
423	ThankYou	Use when the customer says thank you to the agent.	Thank you // thanks	No	473
424					474
425					475
426	Rejection	Use when the customer rejects or says no to something.	No // Nope (see guidelines for more info)	No	476
427					477
428					478
429					479
430	FINANCE				480
431	Intent	Description	Examples	Domain Specific?	481
432	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	482
433					483
434					484
435					485
436					486
437	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	487
438					488
439					489
440					490
441					491
442					492
443	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	493
444					494
445					495
446					496
447					497
448					498
449					499

Line	Intent Class	Description	Agent	Customer	Response	Line
500		Table 3: The schemas for customer intent classes, by				550
501		domain				551
502	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?	No		552
503						553
504						554
505						555
506						556
507						557
508						558
509						559
510						560
511						561
512						562
513						563
514						564
515						565
516						566
517						567
518	ClosingGreeting	Use when the customer says goodbye.	Goodbye.	No		568
519						569
520	Confirmation	Use when a customer confirms or agrees to something.	Yes. — OK.	No		570
521						571
522	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		572
523						573
524						574
525						575
526						576
527						577
528						578
529						579
530						580
531	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		581
532						582
533						583
534						584
535						585
536						586
537	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		587
538						588
539						589
540						590
541						591
542						592
543	OpeningGreeting	Use when the customer says hello.	Good morning.	No		593
544						594
545	OrderChecks	Use when the customer wants to order checks. Available slots: AccountNumber, Address, CardNumber Name, SSN	I ran out of checks.	Yes		595
546						596
547						597
548						598
549						599

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

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

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 ← <i>ContentOnly</i>	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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Line Number	Intent Class	Description	Example	Response	Line Number
800		Table 3: The schemas for customer intent classes, by domain			850
801					851
802	CancelServiceIntent	Use this ONLY when a user wants to cancel their service.	"I'd like to cancel my service"	Yes	852
803		Available slots: CurrentCity, CurrentZipCode, EmailAddress, ServiceType, UserName, Date, AccountID, Address, Phonenumber, SSN			853
804					854
805					855
806					856
807					857
808					858
809					859
810	ClosingGreeting	Use when the customer says good-bye/have a nice day.	Bye // See ya // Have a good one	No	860
811					861
812	Confirmation	Use when a customer confirms or agrees to something.	Yes // Ok (see guidelines for more info)	No	862
813					863
814					864
815	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 ← <i>ContentOnly</i>	No	865
816					866
817					867
818					868
819					869
820					870
821					871
822					872
823					873
824					874
825					875
826					876
827					877
828					878
829	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	879
830					880
831					881
832					882
833					883
834					884
835					885
836					886
837	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	887
838					888
839					889
840					890
841					891
842					892
843					893
844					894
845					895
846					896
847					897
848					898
849					899

900	Table 3: The schemas for customer intent classes, by			950	
901	domain			951	
902	OpeningGreeting	Use when the customer says	Hai // hi // hello	No	952
903		hello. Note: This is only at the	//what's up?		953
904		beginning of a conversation. If			954
905		the customer is saying "hello?"			955
906		"hello?" in the middle of the			956
907		conversation to try and get the			957
908		agent's attention, that should be			958
909		marked as OutOfDomain.			959
910	OutOfDomain	Use when the customer has an	"hello? Are you	No	960
911		unrelated request that is not cov-	listening?" or		961
912		ered by any of the special in-	"I wish I was		962
913		intents, either.	Beyonc"		963
914	StartServiceIntent	Use this intent when the user	"I'd like to start	Yes	964
915		would like to sign up for	new cable service."		965
916		a new service. Available			966
917		slots: CurrentCity, CurrentZip-			967
918		Code, EmailAddress, Service-			968
919		Type, UserName, Date, Ac-			969
920		countID, Address, Phonenum-			970
921		ber, SSN			971
922	ThankYou	Use when the customer says	Thank you //thanks	No	972
923		thank you to the agent.			973
924	TransferServiceIntent	Use this intent when the user is	"I'm moving and	Yes	974
925		interested in moving their ser-	I'd like to move my		975
926		vice from where they currently	service."		976
927		live to a new address Available			977
928		slots: CurrentCity, CurrentZip-			978
929		Code, EmailAddress, Service-			979
930		Type, UserName, Date, Ac-			980
931		countID, Address, Phonenum-			981
932	Rejection	Use when the customer rejects	No // Nope (see	No	982
933		or says no to something.	guidelines for more		983
934			info)		984
935	ViewBillsIntent	Use this when the user is in-	"I'd like to view the	Yes	985
936		terested in just viewing their	bill for my account		986
937		bills. Available slots: CurrentC-	please"		987
938		ity, CurrentZipCode, EmailAd-			988
939		dress, ServiceType, UserName,			989
940		Date, AccountID, Address, Pho-			990
941		onenumber, SSN			991
942	ViewDataUsageIntent	Use this when the user is in-	"I'd like to know	Yes	992
943		terested in finding out how	how much data I'm		993
944		much data they are using on	using for my ac-		994
945		their account. Available slots:	count"		995
946		CurrentCity, CurrentZipCode,			996
947		EmailAddress, ServiceType,			997
948		UserName, Date, AccountID,			998
949		Address, Phononenumber, SSN			999

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

UpgradeServiceIntent	Use this intent when a user asks to upgrade their service. Available slots: CurrentCity, CurrentZipCode, EmailAddress, ServiceType, UserName, Date, AccountID, Address, Phonenumner, 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, Phonenumner, 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

Line Number	Intent Class	Description	Example	Response	Line Number
1100		Table 3: The schemas for customer intent classes, by domain			1150
1101					1151
1102	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 ← <i>ContentOnly</i>	No	1152
1103					1153
1104					1154
1105					1155
1106					1156
1107					1157
1108					1158
1109					1159
1110					1160
1111					1161
1112					1162
1113					1163
1114					1164
1115					1165
1116	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	1166
1117					1167
1118					1168
1119					1169
1120					1170
1121					1171
1122					1172
1123					1173
1124					1174
1125	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	1175
1126					1176
1127					1177
1128					1178
1129					1179
1130					1180
1131					1181
1132					1182
1133					1183
1134	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	1184
1135					1185
1136					1186
1137					1187
1138					1188
1139					1189
1140					1190
1141	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	1191
1142					1192
1143					1193
1144					1194
1145					1195
1146					1196
1147					1197
1148					1198
1149					1199

Line	Slot Label	Description	Example	Yes/No	Line
1200		Table 3: The schemas for customer intent classes, by domain			1250
1201					1251
1202	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	1252
1203					1253
1204					1254
1205					1255
1206					1256
1207					1257
1208	OpeningGreeting	Use for any opening greeting.	Hello. // Hi. // Good morning. // Hey, there. // Etc.	No	1258
1209					1259
1210					1260
1211					1261
1212	OutOfDomain	Use for any comment not related to these categories.	Are you listening? // Are we still connected? // Can I get 3 large Cokes?	No	1262
1213					1263
1214					1264
1215					1265
1216					1266
1217	ReportBrokenSoftware	Use to cover reports that an app/software isn't working.	I can't log in to Skype.	Yes	1267
1218					1268
1219	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	1269
1220					1270
1221					1271
1222					1272
1223					1273
1224					1274
1225	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	1275
1226					1276
1227					1277
1228	ThankYou	Use when a Customer says thanks, or makes any expression of gratitude.	Thanks. // Thank you. // I appreciate it. // Etc.	No	1278
1229					1279
1230					1280
1231					1281
1232					1282

A.5 Slot Labels

Line	Slot Label	Description	Example	Line	
1233		Table 4: The schemas for customer intent classes, by domain			1283
1234				1284	
1235				1285	
1236				1286	
1237	AIRLINES			1287	
1238				1288	
1239	ArrivalCity	Used when a customer gives a city name for their intended arrival location	Arrive in Boston on Monday	1289	
1240				1290	
1241				1291	
1242				1292	
1243	BookingConfirmationNumber	Used when a customer gives a booking number	Booking #: 234925782	1293	
1244				1294	
1245				1295	
1246	DepartureCity	Used when a customer gives a city name for their intended departure location	Depart from London on Friday	1296	
1247				1297	
1248				1298	
1249				1299	

1300		Table 4: The schemas for customer intent classes, by		1350
1301		domain		1351
1302	Email	Used when a customer gives their email address	bob@amazon.com	1352
1303				1353
1304	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	1354
1305				1355
1306				1356
1307				1357
1308				1358
1309	FlightNumber	Used when a customer gives their flight number	United 4567	1359
1310				1360
1311	Name	Used when a customer provides their name	My name is Peter Parker	1361
1312				1362
1313	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?	1363
1314				1364
1315				1365
1316				1366
1317				1367
1318	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?	1368
1319				1369
1320				1370
1321				1371
1322				1372
1323	PhoneNumber	Used when a customer provides their phone number	Phone number is 800-555-1234	1373
1324				1374
1325	Price	Used when a customer says the price of the flight/baggage/seat change etc.	I'd like to purchase the flight for \$500.	1375
1326				1376
1327				1377
1328				1378
1329	SeatType	Used when a customer asks about a certain type of seat (aisle, middle, window)	Do you have any aisle seats available?	1379
1330				1380
1331				1381
1332				1382
1333	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	1383
1334				1384
1335				1385
1336				1386
1337				1387
1338	TimeofArrival	Used when a customer provides the time of arrival of their flight	Flight arriving at midnight//1:30 PM // 13:00	1388
1339				1389
1340				1390
1341	TimeofDeparture	Used when a customer provides the time of departure of their flight	Flight departing at midnight//1:30 PM // 13:00	1391
1342				1392
1343				1393
1344	FAST FOOD			1394
1345	Slot Label	Description	Example	1395
1346	Size	size of the food item	medium // small // large	1396
1347	Quantity	quantity of the food item	I'd like 3 burgers // 2 large pizzas	1397
1348	Ingredient	also applies to pizza toppings, burger toppings	I'd like a large cheese pizza with pepperoni and mushrooms	1398
1349				1399

1400		Table 4: The schemas for customer intent classes, by	1450
1401		domain	1451
1402			1452
1403	ExcludedIngredient	Refers to an ingredient that you would like to be removed from a food item	1453
1404		I'd like a burger with no lettuce. "lettuce" should be labeled ExcludedIngredient	1454
1405			1455
1406	FoodItem	the food item in the intent	1456
1407	DrinkItem	the drink item in the intent	1457
1408		I'd like to order a large pizza	1458
1409		I'd like an iced coffee	1459
1410	FINANCE		1460
1411	Slot Label	Description	1461
1412	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).	1462
1413		123498765	1463
1414			1464
1415			1465
1416			1466
1417			1467
1418	Address	Use on any and all parts of addresses, including street names, street numbers, zip codes, states, etc.	1468
1419		2982 Rose Ave, Seattle, WA	1469
1420			1470
1421			1471
1422	CardNumber	Use on full or partial card numbers, but not on account numbers. (Use context to decide.)	1472
1423		*****4567	1473
1424			1474
1425			1475
1426	ChargeAmount	Use on a sum of money that was charged, including the currency, if it is present.	1476
1427		\$500	1477
1428			1478
1429			1479
1430	ChargeDate	Use on the date the account was charged on. It doesn't have to be an exact date expressed with number values.	1480
1431		today — last week — 06/19 — June 30th — 2018-04-18	1481
1432			1482
1433			1483
1434			1484
1435	ChargeTime	Use on the time the account was charged at. It doesn't have to be an exact time expressed with number values.	1485
1436		8pm — morning — 4:18	1486
1437			1487
1438			1488
1439			1489
1440	CustomerName	Use on the name of the customer.	1490
1441		Jane Doe	1491
1442	LastUsedDate	Use on the date the card was last used. It doesn't have to be an exact date expressed with number values.	1492
1443		today — last week — 06/19 — June 30th — 2018-04-18	1493
1444			1494
1445			1495
1446			1496
1447			1497
1448			1498
1449			1499

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

1600		Table 4: The schemas for customer intent classes, by	1650
1601		domain	1651
1602	ClaimID	Use on the insurance claim ID (combination of letters and numbers). Use the context to differentiate from PolicyID.	1652
1603		ABC123	1653
1604			1654
1605			1655
1606			1656
1607	Name	Use on the name of the customer.	1657
1608		Jane Doe	1658
1609	EmailAddress	Use on full email addresses.	1659
1610		jane.doe@gmail.com	1660
1611	PhoneNumber	Use on phone numbers. If area codes or extensions are uses, include those as well.	1661
1612		(999) 555-3434 — 123-9999 — 1-800-CALLME	1662
1613			1663
1614			1664
1615	PolicyID	Use on the insurance policy ID (combination of letters and numbers). Use the context to differentiate from ClaimID.	1665
1616			1666
1617			1667
1618			1668
1619			1669
1620			1670
1621	SSN	Use on a full or partial social security number.	1671
1622		DEF345345345	1672
1623		1234	1673
1624	MEDIA		1674
1625	Slot	Description	Example
1626	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"
1627			1677
1628	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"
1629			1678
1630			1679
1631			1680
1632			1681
1633	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."
1634			1683
1635			1684
1636			1685
1637			1686
1638	NewZipCode	for the zip code where the user is moving to	"I'm moving to 90210"
1639			1688
1640			1689
1641	ServiceType	Used for all services provided by the cable company such as phone, internet, TV, cable	"I'd like to purchase a cable bundle."
1642			1691
1643			1692
1644			1693
1645	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."
1646			1694
1647			1695
1648			1696
1649			1697
			1698
			1699

1700		Table 4: The schemas for customer intent classes, by	1750
1701		domain	1751
1702	UserName	Used for any name that the user gives, could be their name or a family member's name, or an on-line username	1752
1703		"Can you tell me about Jon's usage for the month?" OR "My name is Nancy."	1753
1704			1754
1705			1755
1706			1756
1707	Date	Used for any and all dates given by the customer	1757
1708		12/25/2012 or March or last week	1758
1709	AccountID	The fake account ID that the user provided to the agent	1759
1710		"My account number is 123456"	1760
1711			1761
1712	Price	Used for any intent where the user asks for a price or gives a price	1762
1713		"I'd like the cable package for \$50 per month"	1763
1714			1764
1715	Address	Used for slotting the entire address	1765
1716		"I live at 555 Washington St."	1766
1717			1767
1718	Phone Number	User's phone number	1768
1719	SSN	User's last four digits of their "social security number"	1769
1720			1770
1721			1771
1722	Email	User's "email address"	1772
1723		bradpitt@email.com	1773
1724	ChannelPackage	When user is trying to order a cable package	1774
1725		"I'd like the sports package"	1775
1726	Promotion	Used when customer is asking about or ordering a Yes promotion or discount	1776
1727		"I'd like the 15% off for three months premium cable package"	1777
1728			1778
1729			1779
1730	SOFTWARE		1780
1731	Slot label	Description	1781
1732	Name	Use when a Customer gives a name, including first name, last name, or both.	1782
1733		My name is John Waters. // This is John from Downbeat Music. // My user name is Jonah.	1783
1734			1784
1735			1785
1736	AccountNumber	Used when a Customer provides a numeric or alphanumeric account number	1786
1737		My account number is UFO5440.	1787
1738			1788
1739			1789
1740	CompanyName	Used when a Customer provides the name of their company.	1790
1741		I'm placing an order for Harlowe Instruments.	1791
1742			1792
1743	SoftwareName	Used when a Customer gives the name of the app they're calling about.	1793
1744		I'm trying to use Skype.	1794
1745			1795
1746			1796
1747			1797
1748			1798
1749			1799

Line	Field	Description	Example	Line
1800		Table 4: The schemas for customer intent classes, by domain		1850
1801				1851
1802	Password	Used when the Customer gives their individual or their company's numeric or alphanumeric password.	My company's password is 404NF.	1852
1803				1853
1804				1854
1805				1855
1806				1856
1807	ExpenseType	Used when the Customer identifies the kind of travel expense they're reporting.	I spent \$632 on flights from Boston to Vancouver.	1857
1808				1858
1809				1859
1810				1860
1811	Cost	Used to identify any kind of cost in any currency.	I spent \$632 on flights from Boston to Vancouver.	1861
1812				1862
1813	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.	1863
1814				1864
1815				1865
1816				1866
1817				1867
1818	OrderNumber	Used to mark the order number that the conversation is about.	This is order #TPE29.	1868
1819				1869
1820				1870
1821				1871
1822	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.	1872
1823				1873
1824				1874
1825	Date	Used to identify any date given by the Customer.	Please record my Eurail ticket expenses of 189 on 11/26/18.	1875
1826				1876
1827	ItemCode	Used to note the catalog code for a particular item.	I'd like to order a Casio keyboard model No.5601-V.	1877
1828				1878
1829				1879
1830	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.	1880
1831				1881
1832				1882
1833				1883
1834	Item	Used to state what particular item the Customer is looking for.	Do you have any Zildjian cymbals in stock?	1884
1835				1885
1836				1886
1837	Address	Used for when the customer provides an address	555 Washington St. USA	1887
1838				1888
1839				1889
1840				1890
1841				1891
1842				1892
1843				1893
1844				1894
1845				1895
1846				1896
1847				1897
1848				1898
1849				1899