

IWSDS 2025

**The 15th International Workshop on  
Spoken Dialogue Systems Technology**

**Proceedings of the Conference**

May 27 - 30, 2025  
Bilbao, Spain

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## Message from the General Chair

The 15th International Workshop on Spoken Dialogue Systems (IWSDS 2025) was held on 27-30 May 2025, in Bilbao, Spain. This year's conference theme was **“Conversational Systems for Emotional Support and Customer Assistance”**. The IWSDS conference series constitute a consolidated forum where international researchers, practitioners and stakeholders working in the field of spoken dialogue systems and associated technologies, can disseminate their current research and applications, discuss technological challenges, present their success stories and share their complementary visions about the future of the technology. IWSDS 2025 was grounded on the experience and knowledge generated in the previous editions:

- IWSDS'09 (Irsee, Germany),
- IWSDS'10 (Gotemba Kogen Resort, Japan),
- IWSDS'11 (Granada, Spain),
- IWSDS'12 (Paris, France),
- IWSDS'14 (Napa, USA),
- IWSDS'15 (Busan, Korea),
- IWSDS'16 (Saariselkä, Finland),
- IWSDS'17 (Farmington, PA, USA),
- IWSDS'18 (Singapore, Singapore),
- IWSDS'19 (Siracusa, Italy),
- IWSDS'20 (Madrid, Spain),
- IWSDS'21 (Singapore, Singapore),
- IWSDS'23 (Los Angeles, USA) and
- IWSDS'25 (Sapporo, Japan).

The conference invited and received paper submissions on the following topics:

- User engagement and emotion in dialogue systems
- Proactive, anticipatory, or incremental interaction
- Use of humor and metaphors in dialogue systems
- Multimodal and situated dialogue systems
- Companions and personal assistant dialogue systems
- Educational and healthcare applications
- Big data and large scale dialogue systems
- Digital resources for interactive dialogue management
- Domain transfer and adaptation techniques for dialogue systems

- Dialogue systems for low-resource languages
- Multilingual dialogue systems
- Dialogue system evaluation
- Machine learning for dialogue systems
- Interaction styles in dialogue systems
- LLMs in task-oriented dialogue systems
- LLMs for context tracking and management in dialogue systems
- Ensuring safety and explainability in LLM-powered dialogue systems
- Grounded, personalized and adaptive response generation in dialogue systems
- Mitigating harmful, toxic, or biased language generation in dialogue systems
- Large-scale, high-quality dialogue corpora collection, annotation, labeling and evaluation
- Integration of AI-based consciousness and awareness capabilities on computational systems
- Ethical considerations for AI-based systems

However, submissions were not limited to these topics, and submission of papers in all areas related to spoken dialogue systems was encouraged. The contributions were grouped into four categories: a) long research papers targeting reports on mature research results, b) short research papers targeting smaller case studies or ongoing but interesting and original research efforts, c) position papers to present novel research ideas or viewpoints which describe trends or fruitful starting points for future research and elicit discussion and finally d) demo submissions—system papers to demonstrate innovative or industrial-based research.

In addition, the Industrial Track invites contributions showcasing the implementation of novel and robust real-world applications of spoken dialogue systems. We encourage contributions that bridge research and practice, emphasizing robust implementation strategies and lessons learned from deployment in industrial or commercial settings. Submissions should highlight practical advancements and address challenges in areas such as, but not limited to:

- Innovative applications: new use cases and industries benefiting from spoken dialogue systems
- Efficient training and deployment: approaches for rapid, scalable, and resource-efficient model development
- Scalable, fast and cost-effective implementation: strategies enabling effective operation in resource-constrained or large-scale scenarios
- Human-in-the-Loop strategies: integration of human expertise to enhance system learning and performance
- Ethical and responsible systems: addressing fairness, transparency and societal impact in real-world applications

The program included three keynotes by renowned international experts:

- “From Call-Flows to Agentic Spoken Dialog Systems for the Enterprise” by Roberto Pieraccini, Vice President, Chief Scientist, Head of AI at Uniphore, USA
- “AI Will Rock You: Charisma, Humour, and the Future of Conversational AI” by Björn W. Schuller, Imperial College London, UK / Technical University of Munich, Germany
- “From Fluency to Reality: Conversational Grounding and Human-AI Dialogues Revisited” by Kristiina Jokinen, Artificial Intelligence Research Center, Tokyo, Japan

IWSDS 2025 received a total of 45 submissions, where each submission was reviewed by at least three Program Committee members. The committee decided to accept a total of 37 papers distributed as follows: 26 papers for the General Track, 5 demo paper, 4 papers for the industrial track and 2 position papers.

The organizers of the conference would like to thank the IWSDS Steering Committee and the more than 100 members of the IWSDS 2025 Scientific Committee for their timely and efficient contributions and for completing the review process on time. In addition, we would like to express our gratitude to the members of the Local Committee who highly contributed to the success of the workshop, making it an unforgettable experience for all participants. Thank you all for your logistic support; without it IWSDS 2025 would not have been such a remarkable conference.

With our highest appreciation,

Maria Inés Torres  
Yuki Matsuda  
Zoraida Callejas  
Arantza del Pozo  
Luis Fernando D’Haro

## Acknowledgements

The organizers want to thank our partners that highly contributed to the organization and promotion of IWSDS. In concrete, we want to thank: the European project Crystal, the European Language Resources Association (ELRA), Universidad del País Vasco (Euskal Herriko Unibertsitatea), CAMP Tecnológico, Vicomtech (Spain), GAIA, The Special Interest Group on Spoken Dialogue Systems (SIGSDS), and the endorsement from the EIC ASTOUND research project (101071191 — HORIZON-EIC-2021-PATHFINDERCHALLENGES-01).



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# Conference Program

**Tuesday, May 27, 2025**

**9:30–10:30**    *Registration*

**10:30–11:00**    *Opening*

**11:00–11:30**    *Coffee Break*

**11:30–12:45**    **Session OS1: ORAL SESSION1 : Application-specific dialogue systems. Data and resources**

11:30–11:45    *Automatic Generation of Structured Domain Knowledge for Dialogue-based XAI Systems*  
Carolin Schindler, Isabel Feustel, Niklas Rach and Wolfgang Minker

11:45–12:00    *Exploring the Impact of Modalities on Building Common Ground Using the Collaborative Scene Reconstruction Task*  
Yosuke Ujigawa, Asuka Shiotani, Masato Takizawa, Eisuke Midorikawa, Ryuichiro Higashinaka and Kazunori Takashio

12:00–12:15    *Design, Generation and Evaluation of a Synthetic Dialogue Dataset for Contextually Aware Chatbots in Art Museums*  
Inass Rachidi, Anas Ezzakri, Jaime Bellver-Soler and Luis Fernando D’Haro

12:15–12:30    *A Voice-Controlled Dialogue System for NPC Interaction using Large Language Models*  
Milan Wevelsiep, Nicholas Thomas Walker, Nicolas Wagner and Stefan Ultes

12:30–12:45    *A Dialogue System for Semi-Structured Interviews by LLMs and its Evaluation on Persona Information Collection*  
Ryo Hasegawa, Yijie Hua, Takehito Utsuro, Ekai Hashimoto, Mikio Nakano and Shun Shiramatsu

**13:00–14:15**    *Lunch*

**Tuesday, May 27, 2025 (continued)**

**14:30–15:30 Session OS2: ORAL SESSION 2: User-centered dialogue design and response generation**

14:30–14:45 *Exploring Personality-Aware Interactions in Salesperson Dialogue Agents*  
Sijia Cheng, Wen Yu Chang and Yun-Nung Chen

14:45–15:00 *ReSpAct: Harmonizing Reasoning, Speaking, and Acting Towards Building Large Language Model-Based Conversational AI Agents*  
Vardhan Dongre, Xiaocheng Yang, Emre Can Acikgoz, Suvodip Dey, Gokhan Tur and Dilek Hakkani-Tur

15:00–15:15 *Examining Older Adults' Motivation for Interacting with Health-Monitoring Conversational Systems Through Field Trials*  
Mariko Yoshida, Ryo Hori, Yuki Zenimoto, Mayu Urata, Mamoru Endo, Takami Yasuda, Aiko Inoue, Takahiro Hayashi and Ryuichiro Higashinaka

15:15–15:30 *Balancing Knowledge Delivery and Emotional Comfort in Healthcare Conversational Systems*  
Shang-Chi Tsai and Yun-Nung Chen

**15:30–16:00 Coffee Break**

**16:00–17:00 Session P1: POSTER SESSION 1: Advanced machine learning for dialogue and Conversational AI**

16:00–17:00 *Context or Retrieval? Evaluating RAG Methods for Art and Museum QA System*  
Samuel Ramos-Varela, Jaime Bellver-Soler, Marcos Estechea-Garitagoitia and Luis Fernando D'Haro

16:00–17:00 *Paralinguistic Attitude Recognition for Spoken Dialogue Systems*  
Kouki Miyazawa, Zhi Zhu and Yoshinao Sato

16:00–17:00 *Exploring ReAct Prompting for Task-Oriented Dialogue: Insights and Shortcomings*  
Michelle Elizabeth, Morgan Veyret, Miguel Couceiro, Ondrej Dusek and Lina M. Rojas Barahona

16:00–17:00 *Design of a conversational agent to support people on suicide risk*  
Mario Manso Vázquez, José Manuel Ramírez Sánchez, Carmen García-Mateo, Laura Docío-Fernández, Manuel José Fernández-Iglesias, Beatriz Gómez-Gómez, Beatriz Pinal, Antia Brañas and Alejandro García-Caballero

16:00–17:00 *Optimizing RAG: Classifying Queries for Dynamic Processing*  
Kabir Olawore, Michael McTear, Yaxin Bi and David Griol



**Tuesday, May 27, 2025 (continued)**

16:00–17:00 *Enhancing Proactive Dialogue Systems Through Self-Learning of Reasoning and Action-Planning*

Ryosuke Ito, Tetsuya Takiguchi and Yasuo Arika

16:00–17:00 *TrustBoost: Balancing flexibility and compliance in conversational AI systems*

David Griol, Zoraida Callejas, Manuel Gil-Martín, Ksenia Kharitonova, Juan Manuel Montero-Martínez, David Pérez Fernández and Fernando Fernández-Martínez

**20:00–22:00** *Welcome Reception*

**Wednesday, May 28, 2025**

**9:30–10:30** **Session K1: Keynote 1 (Roberto Pieraccini): From Call-Flows to Agentic Spoken Dialog Systems for the Enterprise**

Chair: María Inés Torres

**10:30–11:00** *Coffee Break*

**11:00–12:15** **Session P2: POSTER SESSION 2: Demo**

11:00–12:15 *ScriptBoard: Designing modern spoken dialogue systems through visual programming*

Divesh Lala, Mikey Elmers, Koji Inoue, Zi Haur Pang, Keiko Ochi and Tatsuya Kawahara

11:00–12:15 *D4AC: A Tool for Developing Multimodal Dialogue Systems without Coding*

Mikio Nakano and Ryuichiro Higashinaka

11:00–12:15 *A Multilingual Speech-Based Driver Assistant for Basque and English*

Antonio Aparicio Akcharov, Asier López Zorrilla, Juan Camilo Vásquez Correa, Oscar Montserrat, José Maria Echevarría, Begoña Arrate, Joxean Zapirain, Mikel deVelasco Vázquez, Santiago Andrés Moreno-Acevedo, Ander González-Docasal, Maria Ines Torres and Aitor Álvarez

11:00–12:15 *Intimebot – A Dialogue Agent for Timekeeping Support*

Shoaib Khan, Alex Samani and Rafael Banchs

11:00–12:15 *A Chatbot for Providing Suicide Prevention Information in Spanish*

Pablo Ascorbe, María S. Campos, César Domínguez, Jónathan Heras, Magdalena Pérez and Ana Rosa Terroba-Reinares

**Wednesday, May 28, 2025 (continued)**

**12:30–13:30 Session OS3: ORAL SESSION 3: Industrial Track**

Chair: Lina Rojas

12:30–12:45 *LAMIA: An LLM Approach for Task-Oriented Dialogue Systems in Industry 5.0*

Cristina Fernandez, Izaskun Fernandez and Cristina Aceta

12:45–13:00 *Conversational Tutoring in VR Training: The Role of Game Context and State Variables*

Maia Aguirre, Ariane Méndez, Aitor García-Pablos, Montse Cuadros, Arantza del Pozo, Oier Lopez de Lacalle, Ander Salaberria, Jeremy Barnes, Pablo Martínez and Muhammad Zeshan Afzal

13:00–13:15 *A Methodology for Identifying Evaluation Items for Practical Dialogue Systems Based on Business-Dialogue System Alignment Models*

Mikio Nakano, Hironori Takeuchi and Kazunori Komatani

13:15–13:30 *Speech-Controlled Smart Speaker for Accurate, Real-Time Health and Care Record Management*

Jonathan E. Carrick, Nina Dethlefs, Lisa Greaves, Venkata M. V. Gunturi, Rameez Raja Kureshi and Yongqiang Cheng

**13:30–14:45 Lunch**

**15:00–16:45 Open Session**

**17:00–18:30 Guided visit to Guggenheim Museum**

**Thursday, May 29, 2025**

Thursday, May 29, 2025 (continued)

**9:30–10:30**    **Keynote 2 (Björn Schuller): AI Will Rock You: Charisma, Humour, and the Future of Conversational AI**  
Chair: Arantza del Pozo

**10:30–11:00**    **Coffee Break and Sponsors Posters**

**10:30–11:00**    *University of the Basque Country - UPV/EHU*

**10:30–11:00**    *ELRA. Language Resource Association*

**10:30–11:00**    *GAIA Industry Association of Applied Knowledge and Technologies*

**10:30–11:00**    *Conversational Systems for Emotional Support and Customer Assistance - HORIZON EUROPE MSCA-SE project*

**10:30–11:00**    *Vicomtech*

**10:30–11:00**    *Camp Tecnológico*

**12:00–13:30**    **Session OS4: ORAL SESSION 4: Multimodality and advanced machine learning for dialogue conversations**

12:00–12:15    *Analysis of Voice Activity Detection Errors in API-based Streaming ASR for Human-Robot Dialogue*  
Kenta Yamamoto, Ryu Takeda and Kazunori Komatani

12:15–12:30    *A Survey of Recent Advances on Turn-taking Modeling in Spoken Dialogue Systems*  
Galo Castillo-López, Gael de Chalendar and Nasredine Semmar

12:30–12:45    *Integrating Respiration into Voice Activity Projection for Enhancing Turn-taking Performance*  
Takao Obi and Kotaro Funakoshi

12:45–13:00    *DSLMM: A Multimodal Human-Machine Dialogue Corpus Built through Competitions*  
Ryuichiro Higashinaka, Tetsuro Takahashi, Shinya Iizuka, Sota Horiuchi, Michimasa Inaba, Zhiyang Qi, Yuta Sasaki, Kotaro Funakoshi, Shoji Moriya, Shiki Sato, Takashi Minato, Kurima Sakai, Tomo Funayama, Masato Komuro, Hiroyuki Nishikawa, Ryosaku Makino, Hirofumi Kikuchi and Mayumi Usami

**Thursday, May 29, 2025 (continued)**

13:00–13:15 *Cutting Through Overload: Efficient Token Dropping for Speech Emotion Recognition in Multimodal Large Language Models*  
Jaime Bellver-Soler, Mario Rodriguez-Cantelar, Ricardo Córdoba and Luis Fernando D'Haro

13:30–14:45 *Lunch*

15:00–18:00 *Excursion to Torre Loizaga*

20:30–23:00 *Banquet - Restaurant 'Los Tamarises'*

**Friday, May 30, 2025**

9:30–10:30 **Session From Fluency to Reality: Conversational Grounding and Human-AI Dialogues Revisited: Keynote3: Kristiina Jokinen** Artificial Intelligence Research Center, Tokyo, Japan  
Chair: Zoraida Callejas

11:00–12:15 **POSTER SESSION 3: User-centered dialogue design and response generation, Multimodal and Application-specific dialogue systems**

11:00–12:15 *Integrating Conversational Entities and Dialogue Histories with Knowledge Graphs and Generative AI*  
Graham Wilcock and Kristiina Jokinen

11:00–12:15 *Enabling Trait-based Personality Simulation in Conversational LLM Agents: Case Study of Customer Assistance in French*  
Ahmed Njifenjou, Virgile Sucal, Bassam Jabaian and Fabrice Lefèvre

11:00–12:15 *Developing Classifiers for Affirmative and Negative User Responses with Limited Target Domain Data for Dialogue System Development Tools*  
Yunosuke Kubo, Ryo Yanagimoto, Mikio Nakano, Kenta Yamamoto, Ryu Takeda and Kazunori Komatani

11:00–12:15 *Why Do We Laugh? Annotation and Taxonomy Generation for Laughable Contexts in Spontaneous Text Conversation*  
Koji Inoue, Mikey Elmers, Divesh Lala and Tatsuya Kawahara

11:00–12:15 *Adaptive Psychological Distance in Japanese Spoken Human-Agent Dialogue: A Politeness-Based Management Model*  
Akira Inaba, Emmanuel Ayedoun and Masataka Tokumaru

11:00–12:15 *An LLM Benchmark for Addressee Recognition in Multi-modal Multi-party Dialogue*  
Koji Inoue, Divesh Lala, Mikey Elmers, Keiko Ochi and Tatsuya Kawahara

**Friday, May 30, 2025 (continued)**

11:00–12:15 *Will AI shape the way we speak? The emerging sociolinguistic influence of synthetic voices*

Eva Szekely, Jura Miniota and Míša (Michaela) Hejná

12:15–13:15 **PANEL: Conversational assistant for Emotional Support and Customer assistance.**

13:15–13:45 *Closing Session*

