

Invited Speaker

Finding the “right” answers for customers

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Abstract

This talk will present a few NLG systems developed within Thomson Reuters providing information to professionals such as lawyers, accountants or traders. Based on the experience developing these system, I will discuss the usefulness of automatic metrics, crowd-sourced evaluation, corpora studies and expert reviews. I will conclude with exploring the question of whether developers of NLG systems need to follow ethical guidelines and how those guidelines could be established.