0	A Suppleme	ental Material					
1	A.1 User Gui	de					
2							
3	-	We provide the complete schemata across all tasks and domain. We include all Agent dialogue acts					
4		and domain. We include all Agent dialogue acts, followed by customer intent classes, followed by					
5	-	provide the intent or slot name, a					
6		I an example. If relevant, we iden-					
7	-	is domain specific or generic. Do-					
8	•	and in all capital letters.					
9	manis are bolde	a and in an capital fetters.					
)	A.2 Conversa	ational biases					
		Table 1: Conversational biases with explan	ations				
3 I	IntentChange	When a user starts a conversation with a particular	"I'd like to check my balance.				
		intent in mind, but later change their overall goal	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 con-	"I'd like to cancel my service				
		versation	and start new service in my new				
			house."				
	MultiValue	When a user lists multiple slot values	"Can I have a pizza with pepper-				
			oni, sausage and mushrooms?"				
	None	When there is no explicit bias given for a conversa-	N/A				
		tion					
	OverFill	When user over-fits or fills multiple slots while an-	"I'd like pineapple on a large				
		swering one prompt	pizza."				
	SlotChange	When a user changes their mind about a slot value	"I'd like a large. Wait, actually				
		that they've provided	can you make it a small?"				
	SlotDeletion	When a user provides a value for a given slot, but	"I'd like pepperoni. Actually,				
		later changes their mind and wants it to be removed	wait- cancel that"				
	A.3 Agent Di	alogue Acts Schema					
		Table 2: The schema for Agent dialogue	acts				
	ElicitSlot	the agent is asking the customer questions to try and	Customer: I'd like to get proof				
		elicit a particular slot from the user. Many of these	of insurance for my car. Get-				
		are domain specific such as FoodType for Fast Food	ProofofInsuranceIntent				
		domain or CarBrand for Insurance.	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	You want to order a pizza, right?				
		from the user to confirm a user's overall goal.	(Agent is trying to confirm Or-				
			derPizza 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 dialo	ogue acts	
ElicitGoal	This mass	that the agent is trying to aligit a	un Uow oon I halm	vou today?
Elicitooal		s that the agent is trying to elicit a p (intent) from the customer. The go		you today?
		be particular to the domain/prompt		
	•	rking on. It's possible for a conversat		
	•	re than one goal so this can appear m		
		er conversation.		
Pleasantrie		s is used for any human-to-human c	on- Thanks for w	aiting., You've
		course, or chit-chat that the agent mi		-
		g in with the customer for the purpo		
	of politenes	ss, friendliness, or to keep the conve	rsa-	
	tion flowing	g in a normal, human way. In mos	t of	
	the other di	alog acts, the agent is trying to help	the	
		e their goal, however in the Small7		
		e not actively saying anything that c	on-	
	tributes tow	vards achieving the goal.		
Other		d for the following instances and sho		nected?
	•	ked rarely, when the agent is complete	•	
		the realm of a normal human conver	rsa-	
	tion.			
A.4 Custo	mer Intent Clas	ssos Sahama		
A.4 Custo	mer mient Clas	sses Schema		
	Та	ble 3: The schemas for customer intent	classes, by	
		ble 3: The schemas for customer intentomain	classes, by	
	do		classes, by	
AIRLINE	do	omain		Domein
AIRLINE	do		Example	Domain Specific?
Intent	do S	Description	Example	Specific?
	do S	Description Use when a customer tries to	Example I'd like to book a	
Intent	do S	Description Use when a customer tries to book a flight. Note: this intent	Example I'd like to book a flight from New	Specific?
Intent	do S	Description Use when a customer tries to book a flight. Note: this intent should only be used when	Example I'd like to book a flight from New York City to San	Specific?
Intent	do S	Description Use when a customer tries to book a flight. Note: this intent should only be used when the customer asks to purchase	Example I'd like to book a flight from New York City to San Francisco leaving	Specific?
Intent	do S	Description 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	Example I'd like to book a flight from New York City to San Francisco leaving Monday, Oct 29	Specific?
Intent	do S	Description 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 avail-	Example I'd like to book a flight from New York City to San Francisco leaving Monday, Oct 29 and returning	Specific?
Intent	do S	Description 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	Example I'd like to book a flight from New York City to San Francisco leaving Monday, Oct 29	Specific?
Intent	do S	Description 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 avail- able flights. Available slots: ArrivalCity, TimeOfArrival,	Example I'd like to book a flight from New York City to San Francisco leaving Monday, Oct 29 and returning Friday November	Specific?
Intent	do S	Description 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 avail- able flights. Available slots: ArrivalCity, TimeOfArrival, BookingConfirmationNumber,	Example I'd like to book a flight from New York City to San Francisco leaving Monday, Oct 29 and returning Friday November	Specific?
Intent	do S	Description 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 avail- able flights. Available slots: ArrivalCity, TimeOfArrival,	Example I'd like to book a flight from New York City to San Francisco leaving Monday, Oct 29 and returning Friday November	Specific?
Intent	do S	Description 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 avail- able flights. Available slots: ArrivalCity, TimeOfArrival, BookingConfirmationNumber, DepartureCity, TimeOfDepar-	Example I'd like to book a flight from New York City to San Francisco leaving Monday, Oct 29 and returning Friday November	Specific?
Intent	do S	Description 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 avail- able flights. Available slots: ArrivalCity, TimeOfArrival, BookingConfirmationNumber, DepartureCity, TimeOfDepar- ture, EmailAddress, EndDate,	Example I'd like to book a flight from New York City to San Francisco leaving Monday, Oct 29 and returning Friday November	Specific?
Intent BookFlight	do S	Description 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 avail- able flights. Available slots: ArrivalCity, TimeOfArrival, BookingConfirmationNumber, DepartureCity, TimeOfDepar- ture, EmailAddress, EndDate, Name, NumberOfPassengers,	Example I'd like to book a flight from New York City to San Francisco leaving Monday, Oct 29 and returning Friday November	Specific?
Intent BookFlight	do S	Description 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 avail- able flights. Available slots: ArrivalCity, TimeOfArrival, BookingConfirmationNumber, DepartureCity, TimeOfDepar- ture, EmailAddress, EndDate, Name, NumberOfPassengers, PhoneNumber, Price, StartDate	Example I'd like to book a flight from New York City to San Francisco leaving Monday, Oct 29 and returning Friday November 9.	Specific? Yes
Intent BookFlight	do S	Description 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 avail- able flights. Available slots: ArrivalCity, TimeOfArrival, BookingConfirmationNumber, DepartureCity, TimeOfDepar- ture, EmailAddress, EndDate, Name, NumberOfPassengers, PhoneNumber, Price, StartDate Use when a customer asks	Example I'd like to book a flight from New York City to San Francisco leaving Monday, Oct 29 and returning Friday November 9. Can I change my	Specific? Yes
Intent BookFlight	do S	Description 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 avail- able flights. Available slots: ArrivalCity, TimeOfArrival, BookingConfirmationNumber, DepartureCity, TimeOfDepar- ture, EmailAddress, EndDate, Name, NumberOfPassengers, PhoneNumber, Price, StartDate Use when a customer asks to change their seat assign-	Example I'd like to book a flight from New York City to San Francisco leaving Monday, Oct 29 and returning Friday November 9. Can I change my seat from 40D to	Specific? Yes
Intent BookFlight	do S	Description 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 avail- able flights. Available slots: ArrivalCity, TimeOfArrival, BookingConfirmationNumber, DepartureCity, TimeOfDepar- ture, EmailAddress, EndDate, Name, NumberOfPassengers, PhoneNumber, Price, StartDate Use when a customer asks to change their seat assign- ment. Available slots: Arrival-	Example I'd like to book a flight from New York City to San Francisco leaving Monday, Oct 29 and returning Friday November 9. Can I change my seat from 40D to	Specific? Yes
Intent BookFlight	do S	Description 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 avail- able flights. Available slots: ArrivalCity, TimeOfArrival, BookingConfirmationNumber, DepartureCity, TimeOfDepar- ture, EmailAddress, EndDate, Name, NumberOfPassengers, PhoneNumber, Price, StartDate Use when a customer asks to change their seat assign- ment. Available slots: Arrival- City, DepartureCity, FlightNum-	Example I'd like to book a flight from New York City to San Francisco leaving Monday, Oct 29 and returning Friday November 9. Can I change my seat from 40D to	Specific? Yes
Intent BookFlight	do St	Description 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 avail- able flights. Available slots: ArrivalCity, TimeOfArrival, BookingConfirmationNumber, DepartureCity, TimeOfDepar- ture, EmailAddress, EndDate, Name, NumberOfPassengers, PhoneNumber, Price, StartDate Use when a customer asks to change their seat assign- ment. Available slots: Arrival- City, DepartureCity, FlightNum- ber, NewSeatNumber, OldSeat-	Example I'd like to book a flight from New York City to San Francisco leaving Monday, Oct 29 and returning Friday November 9. Can I change my seat from 40D to	Specific? Yes
Intent BookFlight ChangeSea	do St	Description 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 avail- able flights. Available slots: ArrivalCity, TimeOfArrival, BookingConfirmationNumber, DepartureCity, TimeOfDepar- ture, EmailAddress, EndDate, Name, NumberOfPassengers, PhoneNumber, Price, StartDate Use when a customer asks to change their seat assign- ment. Available slots: Arrival- City, DepartureCity, FlightNum- ber, NewSeatNumber, OldSeat- Number, SeatType	Example I'd like to book a flight from New York City to San Francisco leaving Monday, Oct 29 and returning Friday November 9. Can I change my seat from 40D to 30A?	Specific? Yes Yes

2

200		ble 3: The schemas for customer intent	classes, by		250
201	dor	nain			251
202	Confirmation	Use when a customer confirms	Yes // Ok (see	No	252
203		or agrees to something.	guidelines for more		253
204		c c	info)		254
205	ContentOnly	Use when the user is providing	Agent: What is	No	255
206		details to achieve their overall	your phone number		256
207		goal - usually in response to a	please? Customer:		257
208		question from the agent. Note:	123-456-7890		258
209		A conversation can NEVER	$\leftarrow ContentOnly$		259
210		start with a ContentOnly goal,			260
211		it always is a subgoal of a			261
212		larger goal. Available slots:			262
213		ArrivalCity, TimeofArrival,			263
214		DepartureCity, TimeofDepar-			264
215		ture, EmailADdress, EndDate,			265
216		FlightNumber, NewSeatNum-			266
217		ber, OldSeatNumber, SeatType,			267
218		BookingConfirmationNumber,			268
219		Name, NumberofPassenders,			269
220		PhoneNumber, Price, StartDate			270
221	CatDa andina Da an	Use when sustained sales to	Can I ant mu	Vee	271
222	GetBoardingPass		Can I get my	Yes	272
223		get their boarding pass for their flight. Available slots:	boarding pass for		273
224		e	flight 4675?		274
225		ArrivalCity, DepartureCity, BookingConfirmationNumber,			275
226		EmailAddress, FlightNumber,			276
227		PhoneNumber			277
228	GetSeatInfo	Use when a customer asks what	Can vou let me	Yes	278
229			know what seat I	100	279
230		flight. Available slots: Arrival-			280
231		e	from Dallas?		281
232		ber, NewSeatNumber, SeatType			282
233					283
234	OpeningGreeting	Use when the customer says	Hai // hi // hello	No	284
235		hello. Note: This is only at the	//what's up?		285
236		beginning of a conversation. If			286
237		the customer is saying "hello?"			287
238		"hello?" in the middle of the			288
239		conversation to try and get the			289
240		agent's attention, that should be			290
241		marked as OutOfDomain.			291
242			211 11 0 4	N	292
243	OutofDomain	Use when the customer has an	2	No	293
244		unrelated request that is not cov-	listening?" or		294
245		ered by any of the special in-	"I wish I was Bayone"		295
246		tents, either.	Beyonc"		296
247	ThankYou	Use when the customer says	Thank you // thanks	No	297
248		thank you to the agent.	mank you // manks	110	298
249		main you to the agent.			299

300		Table 3: The schemas for customer intent	classes, by	
301	(domain		
302	Dejection	Lies when the system of the	No // None (art	No
303	Rejection	Use when the customer rejects	No // Nope (see	No
304		or says no to something.	guidelines for more	
305	EAST EOOD		info)	
306	FAST FOOD			
307	Intent	Description	Example	Domain
308			D // C //	Specific?
309	ClosingGreeting	Use when the customer says	Bye // See ya //	No
310		good-bye/have a nice day.	Have a good one	NT -
11	Confirmation	Use when a customer confirms	Yes // Ok (see	No
12		or agrees to something.	guidelines for more	
			info)	NT
13	ContentOnly	Use when the user is pro-	Agent: What is	No
14		viding details to achieve their	your phone number	
15		overall goal - usually in re-	please? Customer:	
6		sponse to a question from the	123-456-7890	
7		agent. Note: A conversation	$\leftarrow ContentOnly$	
8		can NEVER start with a Con-		
9		tentOnly goal, it always is a sub-		
0		goal of a larger goal. Available		
1		slots: Size, Quantity, Ingredi-		
2		ent, ExcludedIngredient, Food-		
3		Item, DrinkItem, Name, Ad-		
4		dress, PhoneNumber, Payment-		
		Туре	TT · // 1 · // 1 11	N
	OpeningGreeting	Use when the customer says	Hai // hi // hello	No
	OrderBreakfastIntent	hello.	//what's up?	Vee
	OrderBreaklastintent	When you want to order breakfast. Available slots:		Yes
		Size, Quantity, Ingredient, ExcludedIngredient, FoodItem,		
		-		
		DrinkItem, Name, Address, PhoneNumber		
	OrderPurgerIntent		Con I place have a	Vas
	OrderBurgerIntent	When you want to order a burger. Available slots: Size,	•	Yes
		Quantity, Ingredient, Ex-	Big Mac	
		cludedIngredient, FoodItem,		
, ,		DrinkItem, Name, Address,		
7 8		PhoneNumber		
9	OrderDessertIntent	When you want to order dessert.	I'd like an ice	Yes
	OrderDessertifiteitt	Available slots: Size, Quantity,	cream sundae	105
0 1		Ingredient, ExcludedIngredient,		
1		FoodItem, DrinkItem, Name,	please	
2		Address, PhoneNumber		
3	OrderDrinkIntent	-	I'd like to order -	Vas
4	OrderDrinkIntent	When you order a drink. Avail-	I'd like to order a	Yes
5		able slots: Size, Quantity,	small Coke	
6		Ingredient, ExcludedIngredient,		
7		FoodItem, DrinkItem, Name,		
3		Address, PhoneNumber		
)				

	able 3: The schemas for customer intent omain	classes, by	
OrderPizzaIntent	When you want to order a pizza.	I'd like to order a	Yes
	Available slots: Size, Quantity,	pizza	
	Ingredient, ExcludedIngredient,		
	FoodItem, DrinkItem, Name,		
	Address, PhoneNumber		
OrderSaladIntent	When you want to order a salad.	I'd like to order a	Yes
	Available slots: Size, Quantity,	chicken salad	
	Ingredient, ExcludedIngredient,		
	FoodItem, DrinkItem, Name,		
	Address, PhoneNumber		
OrderSideIntent	When you want to order a side	I would like to or-	Yes
	to your main meal. Available	der fries	
	slots: Size, Quantity, Ingredi-		
	ent, ExcludedIngredient, Food-		
	Item, DrinkItem, Name, Ad-		
	dress, PhoneNumber		
OutofDomain	Use when the customer has an	"hello? Are you	No
	unrelated request that is not cov-	listening?" or	
	ered by any of the special in-	"I wish I was	
	tents, either.	Beyonc"	
ThankYou	Use when the customer says	Thank you // thanks	No
	thank you to the agent.		
Rejection	Use when the customer rejects	No // Nope (see	No
	or says no to something.	guidelines for more	
		info)	
FINANCE			
Intent	~ • •		Domain
	Description	Examples	Domain
	Description	Examples	Specific?
CheckBalance	Use when a customer wants to	Examples How much money	
	_		Specific?
	Use when a customer wants to	How much money	Specific?
	Use when a customer wants to check their balance on a bank	How much money do I have on my	Specific?
	Use when a customer wants to check their balance on a bank account or credit card. Avail-	How much money do I have on my	Specific?
	Use when a customer wants to check their balance on a bank account or credit card. Avail- able slots: AccountNumber, Ad-	How much money do I have on my	Specific?
CheckBalance	Use when a customer wants to check their balance on a bank account or credit card. Avail- able slots: AccountNumber, Ad- dress, Name, SSN, CardNumber Use when a customer ask to see	How much money do I have on my checking account?	Specific? Yes
CheckBalance	Use when a customer wants to check their balance on a bank account or credit card. Avail- able slots: AccountNumber, Ad- dress, Name, SSN, CardNumber	How much money do I have on my checking account? I saw an ad about	Specific? Yes
CheckBalance	Use when a customer wants to check their balance on a bank account or credit card. Avail- able slots: AccountNumber, Ad- dress, Name, SSN, CardNumber Use when a customer ask to see of they qualify for a special offer	How much money do I have on my checking account? I saw an ad about new, lower rates for	Specific? Yes
CheckBalance	Use when a customer wants to check their balance on a bank account or credit card. Avail- able slots: AccountNumber, Ad- dress, Name, SSN, CardNumber Use when a customer ask to see of they qualify for a special offer they heard/saw in an advertise-	How much money do I have on my checking account? I saw an ad about new, lower rates for your credit cards.	Specific? Yes
CheckBalance	Use when a customer wants to check their balance on a bank account or credit card. Avail- able slots: AccountNumber, Ad- dress, Name, SSN, CardNumber Use when a customer ask to see of they qualify for a special offer they heard/saw in an advertise- ment. Available slots: Account-	How much money do I have on my checking account? I saw an ad about new, lower rates for your credit cards. As an old customer,	Specific? Yes
CheckBalance	Use when a customer wants to check their balance on a bank account or credit card. Avail- able slots: AccountNumber, Ad- dress, Name, SSN, CardNumber Use when a customer ask to see of they qualify for a special offer they heard/saw in an advertise- ment. Available slots: Account- Number, Address, CardNumber,	How much money do I have on my checking account? I saw an ad about new, lower rates for your credit cards. As an old customer, do I qualify for these rates?	Specific? Yes
CheckBalance CheckOfferEligibility	Use when a customer wants to check their balance on a bank account or credit card. Avail- able slots: AccountNumber, Ad- dress, Name, SSN, CardNumber Use when a customer ask to see of they qualify for a special offer they heard/saw in an advertise- ment. Available slots: Account- Number, Address, CardNumber, Name, Offer, SSN Use when a customer wants	How much money do I have on my checking account? I saw an ad about new, lower rates for your credit cards. As an old customer, do I qualify for these rates? I want to close my	Specific? Yes Yes
CheckBalance CheckOfferEligibility	Use when a customer wants to check their balance on a bank account or credit card. Avail- able slots: AccountNumber, Ad- dress, Name, SSN, CardNumber Use when a customer ask to see of they qualify for a special offer they heard/saw in an advertise- ment. Available slots: Account- Number, Address, CardNumber, Name, Offer, SSN Use when a customer wants to close their bank account or	How much money do I have on my checking account? I saw an ad about new, lower rates for your credit cards. As an old customer, do I qualify for these rates? I want to close my account ending in	Specific? Yes Yes
CheckBalance CheckOfferEligibility	Use when a customer wants to check their balance on a bank account or credit card. Avail- able slots: AccountNumber, Ad- dress, Name, SSN, CardNumber Use when a customer ask to see of they qualify for a special offer they heard/saw in an advertise- ment. Available slots: Account- Number, Address, CardNumber, Name, Offer, SSN Use when a customer wants to close their bank account or credit card. Available slots: Ac-	How much money do I have on my checking account? I saw an ad about new, lower rates for your credit cards. As an old customer, do I qualify for these rates? I want to close my	Specific? Yes Yes
CheckBalance CheckOfferEligibility	Use when a customer wants to check their balance on a bank account or credit card. Avail- able slots: AccountNumber, Ad- dress, Name, SSN, CardNumber Use when a customer ask to see of they qualify for a special offer they heard/saw in an advertise- ment. Available slots: Account- Number, Address, CardNumber, Name, Offer, SSN Use when a customer wants to close their bank account or credit card. Available slots: Ac- countNumber, Address, Card-	How much money do I have on my checking account? I saw an ad about new, lower rates for your credit cards. As an old customer, do I qualify for these rates? I want to close my account ending in	Specific? Yes Yes
CheckBalance CheckOfferEligibility	Use when a customer wants to check their balance on a bank account or credit card. Avail- able slots: AccountNumber, Ad- dress, Name, SSN, CardNumber Use when a customer ask to see of they qualify for a special offer they heard/saw in an advertise- ment. Available slots: Account- Number, Address, CardNumber, Name, Offer, SSN Use when a customer wants to close their bank account or credit card. Available slots: Ac-	How much money do I have on my checking account? I saw an ad about new, lower rates for your credit cards. As an old customer, do I qualify for these rates? I want to close my account ending in	Specific? Yes Yes

500		Table 2. The schemes for outeman intent	alaasaa bu		550
500		Table 3: The schemas for customer intent domain	classes, by		550
502		domum			552
502	ContentOnly	Use when the user is providing	Agent: What is	No	553
503		details to achieve their overall	your phone number		554
		goal - usually in response to a	please? Customer:		
505		question from the agent. Note:	123-456-7890		555
506		A conversation can NEVER start	$\leftarrow ContentOnly$		556
507		with a ContentOnly goal, it al-			557
508		ways is a subgoal of a larger			558
509		goal. Available slots: Account-			559
510		Number, Address, CardNum-			560
511		ber, ChargeAmount, Charge-			561
512		Date, ChargeTime, Mame, Las-			562
513		tUsedDate, LastUsedTime, Of-			563
514		fer, PoliceNotified, Replace-			564
515		mentReason, SSN, TargetAc-			565
516		countNumber, Price, Transfer-			566
517		Amount			567
518	ClosingGreeting	Use when the customer says	Goodbye.	No	568
519		goodbye.			569
520	Confirmation	Use when a customer confirms	Yes. — OK.	No	570
521		or agrees to something.			571
522	DisputeCharge	Use when the customer com-	There's a charge on	Yes	572
523		plains about a charge on their	my card I don't rec-		573
524		bank account or credit card they	ognize.		574
525		didn't make, and wants to have			575
526		it removed. Available slots:			576
527		AccountNumber, Address,			577
528		CardNumber, ChargeAmount,			578
529		ChargeDate, ChargeTime,			579
530		LastUsedDate, LastUsedTime, Name, SSN			580
531	CatDautin - Normhan	1.00110, 0.011	Con man fall me	Vec	581
532	GetRoutingNumber	Use when the customer wants to find out the correct rout-	Can you tell me	Yes	582
533		ing number for their bank ac-	what the routing number is for my		583
534		count. Available slots: Account-	account?		584
535		Number, Address, CardNumber,			585
536		Name, SSN			586
537	OpenAccount	Use when a customer wants to	I'd like to open	Yes	587
538	openniceouni	open a new bank account or	a new savings ac-	105	588
539		credit card. Available slots: Ac-	count.		589
540		countNumber, Address, Card-	count.		590
541		Number, Name, SSN			591
542					592
542 543	OpeningGreeting	Use when the customer says	Good morning.	No	592 593
543 544	- r 8 8	hello.	B.		593 594
	OrderChecks	Use when the customer wants	I ran out of checks.	Yes	
545		to order checks. Available			595
546 547		slots: AccountNumber, Ad-			596
547		dress, CardNumber Name, SSN			597
548					598
549					599

	Table 3: The schemas for customer intent	t classes, by		
	domain			
OutOfDomain	Use when the customer has a	See above under	No	
	non-finance request that is not	"Unrelated intent".		
	covered by any of the special in-			
	tents, either.			
Rejection	Use when the customer rejects	No.	No	
	or says no to something.			
ReplaceCard	Use when the customer needs	Yes		
	to replace a damaged or expired			
	card. Available slots: Account-			
	Number, Address, CardNumber,			
	Name, PoliceNotified, Replace-			
	mentReason, SSN		T 7	
ReportLostCard		•	Yes	
	their card or had it stolen.	credit card.		
	Available slots: AccountNum- ber, Address, CardNumber,			
	ber, Address, CardNumber, ChargeAmount, ChargeDate,			
	ChargeTime, LastUsedDate,			
	LastUsedTime, Name, Poli-			
	ceNotified, ReplacementRea-			
	son, SSN			
RequestCreditLim	*	I would like to in-	Yes	
1	increase the credit limit on their	crease my credit		
	card. Available slots: Account-	limit.		
	Number, Address, CardNumber,			
	Name, Offer, SSN			
ThankYou	Use when the customer says	Thanks.	No	
	thank you to the agent.			
TransferMoney	Use when the customer wants	I want to move	Yes	
	to transfer money from one	some money from		
	account to another. Available	my checking ac-		
	slots: AccountNumber, Ad-	count to my sav-		
	dress, CardNumber, Name,	ings account.		
	SSN, TargetAccountNumber,			
T T 1 / A 1	Price, TransferAmount	T	V	
UpdateAddress	Use when the customer wants to	I moved last week,	Yes	
	change their address because of	so I'd like to update		
	a recent or upcoming move. Do not use this intent when the cus-	my address.		
	tomer is correcting themselves			
	after giving the incorrect address			
	earlier in the same conversa-			
	tion. Available slots: Account-			
	Number, Address, CardNumber,			
	Name, SSN			
INSURANCE				
Intent	Description	Examples	Domain	
-	L	1 ·	Specific?	

	Table 3: The schemas for customer intent domain	classes, by		
	domani			
ContentOnly	Use when the user is providing	Agent: What is	No	
	details to achieve their overall	your phone number		
	goal - usually in response to a	please? Customer:		
	question from the agent. Note:	123-456-7890		
	A conversation can NEVER	$\leftarrow ContentOnly$		
	start with a ContentOnly goal,			
	it always is a subgoal of a			
	larger goal. Available slots:			
	CarBrand, CarModel, CarYear,			
	ClaimID, Name, EmailAddress,			
CheckClaimStatus	PhoneNumber, PolicyID, SSN Use when the customer asks	I filed an insurance	Yes	
CheckClannStatus	about the status of an insurance	claim two weeks	ies	
	claim they filed. Available slots:	ago, but I still		
	CarBrand, CarModel, CarYear,	havent got paid.		
	ClaimID, Name, EmailAddress,	nuvent got pulu.		
	PhoneNumber, PolicyID, SSN			
ClosingGreeting	Use when the customer says	Goodbye.	No	
66	goodbye.			
Confirmation	Use when a customer confirms	Yes. — OK.	No	
	or agrees to something.			
GetProofOfInsurance	Use when a customer asks for	I need a copy of	Yes	
	proof of insurance documents.	my insurance docu-		
	Available slots: CarBrand,	ments for my car.		
	CarModel, CarYear, ClaimID,			
	Name, EmailAddress, Pho-			
	neNumber, PolicyID, SSN			
OpeningGreeting	Use when the customer says	Good morning.	No	
	hello.	0 1 1	N	
OutOfDomain	Use when the customer has a		No	
	non-finance request that is not	"Unrelated intent".		
	covered by any of the special in-			
Paiastion	tents, either.	No	No	
Rejection	Use when the customer rejects or says no to something.	No.		
ReportBrokenPhone	Use when the customer calls	My phones screen	Yes	
	about a broken phone. Avail-	is cracked.	105	
	able slots: ClaimID, Name,			
	EmailAddress, PhoneNumber,			
	PolicyID, SSN			
ThankYou	Use when the customer says	Thanks.	No	
	thank you to the agent.			
MEDIA				
Intent	Description	Example	Domain	
			Specific?	

800		Cable 3: The schemas for customer intent	classes, by		850
801	Ċ	lomain			851
802	CancelServiceIntent	Use this ONLY when a user	"I'd like to cancel	Yes	852
803		wants to cancel their service.	my service"	105	853
804		Available slots: CurrentCity,			854
805		CurrentZipCode, EmailAd-			855
806		dress, ServiceType, UserName,			856
807		Date, AccountID, Address,			857
808		Phonenumber, SSN			858
809					859
810	ClosingGreeting	Use when the customer says	Bye // See ya //	No	860
811		good-bye/have a nice day.	Have a good one		861
812	Confirmation	Use when a customer confirms	Yes // Ok (see	No	862
813		or agrees to something.	guidelines for more		863
814			info)		864
815	ContentOnly	Use when the user is providing	Agent: What is	No	865
816		details to achieve their overall	your phone number		866
817		goal - usually in response to a	please? Customer:		867
818		question from the agent. Note:	123-456-7890		868
819		A conversation can NEVER start	$\leftarrow ContentOnly$		869
820		with a ContentOnly goal, it al-			870
821		ways is a subgoal of a larger			871
822		goal. Available slots: NewC- ity, CurrentCity, CurrentZip-			872
823		Code, NewZipCode, EmailAd-			873
824		dress, ServiceType, DataCatego-			874
825		ryValues, UserName, Date, Ac-			875
826		countID, Price, Address, Pho-			876
827		nenumber, SSN, ChannelPack-			877
828		age, Promotion			878
829	GetChannelPackageIntent	e	"I'd like to add	Yes	879
830	C	asks about getting a particu-	the sports package		880
831		lar channel package. Available	to my current ser-		881
832		slots: CurrentCity, CurrentZip-	vice."		882
833		Code, EmailAddress, Service-			883
834		Type, UserName, Date, Ac-			884
835		countID, Address, Phonenum-			885
836		ber, SSN			886
837	GetInformationIntent	Use this intent when a user asks	"Can you tell me	Yes	887
838		for more information about a	more about the		888
839		product or a service. Available	15% off promotion		889
840		slots: CurrentCity, CurrentZip-	for a 100 new		890
841		Code, EmailAddress, Service-	channels?"		891
842		Type, UserName, Date, Ac- countID, Address, Phonenum-			892
843		ber, SSN			893
844		001, 0011			894
845					895
846					896
847					897
848					898
849					899

					050
900		Table 3: The schemas for customer intent domain	classes, by		950
901		domani			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		tents, 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- ber, SSN			970
921	ThankYou	Use when the customer says	Thank you // thanks	No	971
922		thank you to the agent.	Thank you // manks	NO	972
923	TransferServiceIntent	Use this intent when the user is	"I'm moving and	Yes	973
924	Transferiðer vicefnitent	interested in moving their ser-	I'd like to move my	105	974
925		vice from where they currently	service."		975
926		live to a new address Available			976
927		slots: CurrentCity, CurrentZip-			977
928		Code, EmailAddress, Service-			978
929		Type, UserName, Date, Ac-			979
930		countID, Address, Phonenum-			980
931		ber, SSN			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		nenumber, SSN	···· · · · · · · · · · · · · · · · · ·	N/	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 their account. Available slots:	using for my ac- count"		994
945		CurrentCity, CurrentZipCode,	count		995
946		EmailAddress, ServiceType,			996
947		UserName, Date, AccountID,			997
948		Address, Phonenumber, SSN			998
949		,			999

1000		Table 3: The schemas for customer intent	classes, by		1050
1001		domain			1051
1002					1052
1003	UpgradeServiceIntent	Use this intent when a user	"I'd like to upgrade	Yes	1053
1004	10	asks to upgrade their service.	my service"		1054
1005		Available slots: CurrentCity,	2		1055
1006		CurrentZipCode, EmailAd-			1056
1007		dress, ServiceType, UserName,			1057
1008		Date, AccountID, Address,			1058
1009		Phonenumber, SSN			1059
1010	UpdateAccountInfo	When the user wants to up-	"I'd like to update	Yes	1060
1011		date their account info. Avail-	my account infor-		1061
1012		able slots: NewCity, CurrentC-	mation"		1062
1013		ity, CurrentZipCode, NewZip-			1063
1014		Code, EmailAddress, Service-			1064
1015		Type, UserName, Date, Accoun-			1065
1016		tId, Price, Phonenumber, SSN,			1066
1017		ChannelPackage, Promotion			1067
1018	SOFTWARE				1068
1019	Intent	Description	Example	Domain	1069
1020				Specific?	1070
1021	ChangeOrder	Use to make changes to a recur-	I need to increase	Yes	1071
1022		ring order that has been previ-	my order for the		1072
1023		ously set up. This is used only	PSR-E263 model		1073
1024		for making changes to an or-	Yamaha keyboards		1074
1025		der, not for Customers to cor-	by 2 per month.		1075
1026		rect errors they made. Available			1076
1027		slots: Name, AccountNumber, CompanyName, OrderNumber,			1077
1028		Quantity, Date, Frequency, Item-			1078
1029		Name, Address			1079
1030	CheckServerStatus	Use for inquiries about the con-	Is the server down?	Ves	1080
1031	Checkberverblutus	dition of the server; e.g., whether	is the server down.	105	1081
1032		it's down or not. Available			1082
1033		slots: AccountNumber, Compa-			1083
1034		nyName, SoftwareName, Pass-			1084
1035		word, Address			1085
1036	ClosingGreeting	Use for any closing greeting.	Bye. // Goodbye.	No	1086
1037	0 0		// Later. // Have a		1087
1038			good day. // Good		1088
1039			night. // Etc.		1089
1040	Confirmation	Use when a Customer says yes,	Yes. // Yeah. //	No	1090
1041		or otherwise agrees to an offer.	Sounds good. // I'll		1091
1042			take it. // Okay. //		1092
1043			Etc.		1093
1044					1094
1045					1095
1046					1096
1047					1097
1048					1098
1049					1099

1100		Table 3: The schemas for customer intent	classes, by		1150
1101		domain			1151
1102	ContentOnly	Use when the user is pro-	Agent: What is	No	1152
1103	·	viding details to achieve their	your phone number		1153
1104		overall goal - usually in re-	please? Customer:		1154
1105		sponse to a question from the	123-456-7890		1155
1106		agent. Note: A conversation	$\leftarrow ContentOnly$		1156
1107		can NEVER start with a Con-	0		1157
1108		tentOnly goal, it always is a sub-			1158
1109		goal of a larger goal. Available			1159
1110		slots: Name, AccountNumber,			1160
1111		CompanyName, SoftwareName,			1161
1112		Password, ExpenseType, Cost,			1162
1113		ApproverName, OrderNumber,			1163
1114		Quantity, Date, Frequency, Item-			1164
1115		Name, Address			1165
1116	ExpenseReport	Use to begin writing a report for	I want to update	Yes	1166
1117	• •	business expenses.	my expenses.		1167
1118		-	Available slots:		1168
1119			AccountNumber,		1169
1120			CompanyName,		1170
1121			Password, Ex-		1171
1122			penseType, Cost,		1172
1123			ApproverName,		1173
1123			Date, Address		1174
1125	GetPromotions	Use when a Customer asks about	If I purchase a large	Yes	1175
1125		any promotions or discounts the	quantity, will there		1175
		company might have on offer.	be any discount on		
1127		Available slots: Name, Account-	the price?		1177
1128		Number, CompanyName, Soft-			1178
1129		wareName, Password, Expense-			1179
1130		Type, Cost, ApproverName, Or-			1180
1131		derNumber, Quantity, Date, Fre-			1181
1132		quency, ItemName, Address			1182
1133					1183
1134	StartOrder	Use either to make a one-time	I'd like to order	Yes	1184
1135		order, or to set up a recurring	a Casio keyboard		1185
1136		order. Available slots: Name,	model No. 5601-V.		1186
1137		AccountNumber, Company-	// I need to set up a		1187
1138		Name, OrderNumber, Quantity,	recurring monthly		1188
1139		Date, ItemCode, Frequency,	order for 20 blocks		1189
1140		ItemName, Address	of violin wax.		1190
1141	StopOrder	Use to cancel a recurring order	I need to cancel my	Yes	1191
1142		that has previously been set	monthly order for		1192
1143		up. Available slots: Name,	Elixir 80/20 bronze		1193
1144		AccountNumber, Company-	guitar strings.		1194
1145		Name, OrderNumber, Quantity,			1195
1146		Date, ItemCode, Frequency,			1196
1147		ItemName, Address			1197
1148					1198
1149					1199

	Table 3: The schemas for customer inter domain	nt classes, by	
	domain		
ProvideReceipt	Requests for a receipt for	I need a receipt for	Yes
	expenses or purchases. Avail-	•	
	able slots: AccountNumber,	5 5 1	
	CompanyName, Password,		
	ExpenseType, Cost, Approver-		
	Name, Date, Address		
OpeningGreeting	Use for any opening greeting.	Hello. // Hi. //	No
		Good morning. //	
		Hey, there. // Etc.	
OutOfDomain	Use for any comment not related	Are you listening?	No
OutOIDoinain	to these categories.	// Are we still con-	NO
	to these categories.	nected? // Can I get	
		3 large Cokes?	
		5 luige cokes.	
ReportBrokenSoftware	Use to cover reports that an	I can't log in to	Yes
T	app/software isn't working.	Skype.	
SoftwareUpdate	Use whenever a Customer starts		Yes
*	a conversation by asking what		
	software updates are available.	need to be using?	
	Available slots: AccountNum-		
	ber, CompanyName, Software-		
	Name, Password, Address		
Rejection	Use when a Customer says no,		No
	or otherwise turns down an offer.		
		Nope. // Etc.	NT
ThankYou	Use when a Customer says		No
	thanks, or makes any expression of gratitude.	you. // I appreciate it. // Etc.	
	of grantude.	II. // Lie.	
A.5 Slot Labels			
	Table 4: The schemas for customer intendomain	t classes, by	
AIRLINES			
	Description E	xample	
Slot Label			
Slot Label	-	rrive in Boston on Mond	lav
	Used when a customer A	rrive in Boston on Monc	lay
Slot Label	-	rrive in Boston on Monc	lay
Slot Label ArrivalCity	Used when a customer A gives a city name for their intended arrival location		lay
Slot Label	Used when a customer A gives a city name for their intended arrival location	rrive in Boston on Mono ooking #: 234925782	lay
Slot Label ArrivalCity	Used when a customer A gives a city name for their intended arrival location umber Used when a customer B		lay
Slot Label ArrivalCity	Used when a customer A gives a city name for their intended arrival location umber Used when a customer B gives a booking number		
Slot Label ArrivalCity BookingConfirmationNu	Used when a customer A gives a city name for their intended arrival location umber Used when a customer B gives a booking number	ooking #: 234925782	
Slot Label ArrivalCity BookingConfirmationNu	Used when a customer A gives a city name for their intended arrival location umber Used when a customer B gives a booking number Used when a customer D	ooking #: 234925782	

1302 1303EmailUsed when a customer gives their email address are unfight. If the cus- tomer only provides the date of their 9-2018// Nov 9bob@amazon.com1304 1305EndDateUsed when a customer gives their flight numberReturning on Friday, November 9// 11- 9-2018// Nov 91305 1306FlightNumberUsed when a customer gives their flight numberUnited 45671309 1314NameUsed when a customer trying to change scat as- signment. This tag should be applied to the new as- signment.My name is Peter Parker1316 1316OldSeatNumberUsed when a customer trying to change scat as- signment.Can 1 change my seat from 40D to trying to change scat as- signment.1317 1316OldSeatNumberUsed when a customer trying to change scat as- signment.Can 1 change my seat from 40D to trying to change scat as- signment.1320 1320PhoneNumberUsed when a customer provides their phone num- berPhone number is 800-555-12341321 1322 1333PhoneNumberUsed when a customer asks about a certain type of satt (asie, middle, window)Phone number is 800-555-12341333StartDateUsed when a customer rovides the flight/flogtinget/seat rovides the ire of at fight fight encistomer only provides NE date of their provides the ine of at rovides the ine of at fight fight encistomer only provides the ine of at fight fight encistomer only provides the ine of at rovides the ine of a	1300 1301		Table 4: The schemas for customer in domain	ntent classes, by	13 13
1000 1000 1000Email gives their anall address gives their anall address provides the date of their provides the date of their 					13
1364EndDategives their email addressReturning on Friday, November 9// 11-1365EndDateUsed when a c ustomer9/2018// Nov 91366return flight. If the cus- tomer only provides ONEUnited 45671369FlightNumberUsed when a customerUnited 45671371NameUsed when a customerMare is Peter Parker1372provides their nameUsed when a customer is trying to change seat as signment. This tag should be applied to the new as- signmentCan I change my seat from 40D to 30A71373OldSeatNumberUsed when a customer is trying to change seat as signment.Can I change my seat from 40D to 30A71374Used when a customer is trying to change seat as signment.Can I change my seat from 40D to 30A71375OldSeatNumberUsed when a customer is trying to change seat as signment.Can I change my seat from 40D to 30A71375PhoneNumberUsed when a customer provides their phone num- berPhone number is 800-555-12341376DirecUsed when a customer rasks about a certain type of seat (aisle, middle, mark it as StartDateDo you have any aisle seats available?1386TimeofArrivalUsed when a customer mrival of their flight mark it as StartDateDo you have any aisle seats available?1386TimeofArrivalUsed when a customer mrival of their flight mark it as StartDateFight departing at midnight//1:30 PM // 13:001386TimeofArrivalUsed when a customer provides the flight of arrival of their flight 13:0		Email	Used when a customer	bob@amazon.com	13
EndDate Used when a customer return flight. If the cus- tomer only provides to date of their date, mark it as StartDate Returning on Friday, November 9// 11- 9-2018// Nov 9 1306 FlightNumber Used when a customer gives their fight number United 4567 1311 Name Used when a customer provides their name United 4567 1313 Name Used when a customer provides their name Vaname is Peter Parker 1314 Name Used when a customer provides their name Can 1 change my seat from 40D to 30A? 1314 NewSeatNumber Used when a customer signment Can 1 change my seat from 40D to 30A? 1315 OldSeatNumber Used when a customer provides their phone num- ber Can 1 change my seat from 40D to 30A? 1312 Deseptied to the old seat assignment Phone number is 800-555-1234 1322 PhoneNumber Used when a customer provides their phone num- ber Id like to purchase the flight for \$500. 1323 Price Used when a customer asks about a certain type Id like to purchase the flight for \$500. 1334 TimeofArrival Used when a customer provides the due of their flight/Magae/seat enange dist. flift customer asks about a certain type Do you have any aisle seats available? 1335 StartDate Used			gives their email address		13
1395 return fight. If the cuss 1397 return fight. If the cuss 1398 FlightNumber date, mark it as StarDate 1399 FlightNumber Used when a customer 1310 Name Used when a customer 1311 Name Used when a customer 1312 NewScatNumber Used when a customer 1313 NewScatNumber Used when a customer 1314 signment. This tag should be applied to the new assignment. 1316 OldScatNumber Used when a customer is trying to change scat assignment. 1319 OldScatNumber Used when a customer is aspired. 1320 asignment. PhoneNumber 1321 PhoneNumber Used when a customer is provides their phone number is 800-555-1234 1322 Price Used when a customer is charge scat assignment. 1323 Price Used when a customer is trying to charge scat assignment. 1324 Do pour have any aisle sents available? 1325 Price Used when a customer is trying to charge scat assignment. 1326 Price Used when a customer is trying to chare mack it as StarDate 1		EndDate	Used when a customer	Returning on Friday, November 9// 11-	
197 inter cuty provides ONE 1980 FlightNumber Used when a customer 1990 FlightNumber Used when a customer 1911 Name Used when a customer 1913 NewScatNumber Used when a customer is oprovides their name United 4567 1914 NewScatNumber Used when a customer is ognowing to the new assignment Can 1 change my scat from 40D to trying to change scat assignment 1915 signment. This tag should 30A? 1916 Used when a customer is signment. Can 1 change my scat from 40D to trying to change scat assignment 1917 signment. 30A? 1918 OldScatNumber Used when a customer is signment. 1920 when a customer provides their phone number is 800-555-1234 1921 ber 1/2 1922 PhoneNumber Used when a customer says the price of the flight/tagge/seat change etc. 1/2 1923 Price Used when a customer provides their phone a customer says the price of the flight/tagge/seat change etc. 1/2 1924 East about a certain type of seat (aisle, middle, window) 1/2 1925 StartDate Used when a customer provides their and era arrow of y			provides the date of their	9-2018// Nov 9	13
1000 FlightNumber Used when a customer United 4567 111 Name Used when a customer My name is Peter Parker 112 provides their name Wy name is Peter Parker 113 NewScatNumber Used when a customer is Can I change my seat from 40D to 113 NewScatNumber Used when a customer is Can I change my seat from 40D to 114 trying to change seat assignment Signment 30A? 115 used when a customer is Can I change my seat from 40D to 116 be applied to the new assignment 30A? 117 Used when a customer is Can I change my seat from 40D to 118 OldSeatNumber Used when a customer is 30A? 112 assignment 30A? 30A? 112 used when a customer provides their phone number ber 10 112 ber Used when a customer assay the price of the flight/baggag/seat 11 11 112 gearType Used when a customer assay the date (mke, middle, window) Do you have any aisle seats available? 113 StartDate Used when a customer mark is as startDate Departing on Mo			return flight. If the cus-		13
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1433act date to be an ex-141434number values.141435ChargeTimeUse on the time the ac-8pm — morning — 4:18141436count was charged at. It141437doesn't have to be an ex-141438act time expressed with141439number values.141440CustomerNameUse on the name of theJane Doe1441customer.141442LastUsedDateUse on the date the cardtoday — last week — 06/19 —1443have to be an exact date141444have to be an exact date141445expressed with number141446values.141448144814			count was charged on. It	June 30th — 2018-04-18	1481
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1436Cose on the time the act opin (1) and (1)					1484
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1438act time expressed with1441439number values.1441440CustomerNameUse on the name of theJane Doe1441customer.1441442LastUsedDateUse on the date the cardtoday — last week — 06/19 —1443was last used. It doesn'tJune 30th — 2018-04-181441444have to be an exact date1441445expressed with number1441446values.14414471448			-		1486
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1440CustomerNameUse on the name of the customer.Jane Doe1441441customer.1441442LastUsedDateUse on the date the card today — last week — 06/19 — 1441441443was last used. It doesn't have to be an exact date expressed with number values.1441446values.14414471441441448144144			-		1488
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1442LastUsedDateUse on the date the card was last used. It doesn't have to be an exact date expressed with number values.1ast week — 06/19 —1441443144414451441445expressed with number values.144144614414414471441441448144144	1440	CustomerName		Jane Doe	1490
1443 was last used. It doesn't June 30th — 2018-04-18 14 1444 have to be an exact date 14 1445 expressed with number 14 1446 values. 14 1447 144 14 1448 144 14	1441				1491
1444have to be an exact date141445expressed with number141446values.141447141414481414	1442	LastUsedDate		5	1492
1445 expressed with number 144 1446 values. 144 1447 144 144 1448 144 144	1443			June 30th — 2018-04-18	1493
values. 14 1446 values. 1447 14 1448 14	1444				1494
1440 1447 1448 1448	1445		-		1495
1448	1446		values.		1496
	1447				1497
1449 14	1448				1498
	1449				1499

1500		4: The schemas for customer in	ntent classes, by	1550
1501	domai	n		1551
1502	LastUsedTime	Use on the time the card	8pm — morning — 4:18	1552
1503		was last used. It doesn't	1 0	1553
1504		have to be an exact date		1554
1505		expressed with number		1555
1506		values.		1556
1507	Offer	Use on the special offer	lower rates	1557
1508		the customer is trying to		1558
1509		get.		1559
1510	PoliceNotified	Use if the customer tells	police	1560
1511		the agent they notified the		1561
1512		police about a lost credit		1562
1513		card without prompting;		1563
1514		i.e., not responding to a		1564
1515		yes/no question. "My		1565
1516		credit card was stolen. I		1566
1517		filed a police report, and		1567
1518		now I'm calling you."		1568
1519	ReplacementReason	Use on the word(s) indi-	expired — broken — doesn't	1569
1520		cating the reason the cus-	work	1570
1521		tomer wants a replace-		1571
1522		ment card.		1572
1523	SSN	Use on a full or partial so-	1234	1573
1524		cial security number.		1574
1525	TargetAccountNumber	Use on the account num-	123498765	1575
1526		ber the customer wants to		1576
1527		transfer money to. (See		1577
1528		also AccountNumber.)		1578
1529	TransferAmount	Use on a sum of money	100,000	1570
1525		that the customer wants		1575
1530		to transfer, including the		1581
1532		currency, if it is present.		1582
1532				1583
	INSURANCE			
1534	Label	Description	Example	1584
1535	CarBrand	Use on the brand/make of	Ford	1585
1536		the car. Dont include the		1586
1537		model or year those are		1587
1538		different slot labels.	P	1588
1539	CarModel	Use on the model of the	Focus	1589
1540		car. Dont include the		1590
1541		brand or year those are		1591
1542	CarVaar	different slot labels.	2017	1592
1543	CarYear	Use on the year of the car	2017	1593
1544		was released. Dont in-		1594
1545		clude the make or model those are different slot la-		1595
1546		bels.		1596
1547		0015.		1597
1548				1598
1549				1599

1600	T	11. 4. The share Constants in		
1600 1601		able 4: The schemas for customer in omain	ntent classes, by	
1602				
1603	ClaimID	Use on the insurance	ABC123	
1604		claim ID (combination of		
1605		letters and numbers). Use		
1606		the context to differentiate		
1607		from PolicyID.		
1608	Name	Use on the name of the	Jane Doe	
1609		customer.		
1610	EmailAddress	Use on full email ad-	jane.doe@gmail.com	
1611		dresses.	(000) 555 2424 102 0000	
612	PhoneNumber	Use on phone numbers. If	(999) 555-3434 — 123-9999 —	
		area codes or extensions	1-800-CALLME	
613		are uses, include those as		
614	DelievID	well.		
615	PolicyID	Use on the insurance pol- icy ID (combination of		
616		letters and numbers). Use		
617		the context to differentiate		
618		from ClaimID.		
619			DEF345345345	
620	SSN	Use on a full or partial so-	1234	
621	5011	cial security number.		
622				
623 624	MEDIA			
625	Slot	Description	Example	
626	NewCity	Used for the city that the	"I'd like to transfer service from Mis-	
627		user is moving to	soula, Montana to New York, New	
628			York"	
629	CurrentCity	Used for the city that the	"I'd like to transfer service from Mis-	
630		user is moving from. If	soula, Montana to New York, New	
631		user only provides one	York"	
632		city, use this this slot		
633			NT 1: 00010 N	
634	CurrentZipCode	Used for the zip code	"I live at 02210."	
635		where the user is moving		
636		from. If the user only pro-		
637		vides one zip code, use this slot.		
638	NewZipCode		"I'm moving to 90210"	
639	INCWZIPCOUC	user is moving to	1 m moving to 90210	
640		user is moving to		
641	ServiceType	Used for all services pro-	"I'd like to purchase a cable bundle."	
642	501.1001.jp0	vided by the cable com-	me to paronate a casto banaio.	
643		pany such as phone, inter-		
UTU UTU		net, TV, cable		
644		Used for instances where	"I'd like to purchase the 5GB data plan	
	DataCategoryValues		1	
645	DataCategory Values	the user asks about an	for my phone."	
645 646	DataCategoryValues		for my phone."	
644 645 646 647 648	DataCategoryValues	the user asks about an	for my phone."	

1700		Table 4: The schemas for customer in	ntent classes, by	1
1701		domain		1
1702	UserName	Used for any name that	"Can you tell me about Jon's usage for	1
1703	e sen vanie	the user gives, could be	the month?" OR "My name is Nancy."	1
704		their name or a family		1
705		member's name, or an on-		1
706		line username		1
707	Date	Used for any and all dates	12/25/2012 or March or last week	1
708	2	given by the customer		1
709	AccountID	The fake account ID that	"My account number is 123456"	1
710		the user provided to the	y	1
711		agent		1
712	Price	Used for any intent where	"I'd like the cable package for \$50 per	1
713		the user asks for a price or	month"	1
714		gives a price		1
715	Address		"I live at 555 Washington St."	1
716		tire address	C	1
717				1
718	Phone Number	User's phone number	My number is 123-456-7890	1
719	SSN	User's last four digits	y	. 1
/20		of their "social security		1
/21		number'		1
21 22	Email	User's "email address"	bradpitt@email.com	
			1	1
23	ChannelPackage	When user is trying to or-	"I'd like the sports package"	1
/24	e	der a cable package		1
25	Promotion	Used when customer is	"I'd like the 15% off for three months	1
26		asking about or ordering	premium cable package"	1
27		a Yes promotion or dis-	1 1 0	1
28		count		1
729				1
730	SOFTWARE			1
/31	Slot label	Description	Example	1
/32	Name	Use when a Customer	My name is John Waters. // This is	1
/33		gives a name, including	John from Downbeat Music. // My user	1
/34		first name, last name, or	name is Jonah.	1
/35		both.		1
'36	AccountNumber	Used when a Customer	My account number is UFO5440.	1
'37		provides a numeric or al-	-	1
738		phanumeric account num-		1
739		ber		1
740	CompanyName	Used when a Customer	I'm placing an order for Harlowe In-	1
'41		provides the name of their	struments.	1
742		company.		1
43	SoftwareName	Used when a Customer	I'm trying to use Skype.	1
'44		gives the name of the app	• •	. 1
45		they're calling about.		1
45				1
40				1
748				1
749				1

)		Table 4: The schemas for customer is domain	ntent classes, by	
		u comuni		
	Password	Used when the Customer	My company's password is 404NF.	
		gives their individual		
		or their company's nu-		
		meric or alphanumeric		
		password.		
	ExpenseType	Used when the Customer	I spent \$632 on flights from Boston to	
		identifies the kind of	Vancouver.	
		travel expense they're		
		reporting.		
	Cost	Used to identify any kind	I spent \$632 on flights from Boston to	
		of cost in any currency.	Vancouver.	
	ApproverName	Used to identify the name	My manager's name is Karl Zinka. //	
		of the manager of the de-	I'm Nera Vivaldi, and I have the author-	
		partment, or of the per-	ity to approve this transaction.	
		son placing the order, if	- 11 	
		they're different.		
	OrderNumber	Used to mark the order	This is order #TPE29.	
		number that the conversa-		
		tion is about.		
	Quantity	Used to identify the quan-	Please ship 3 Steinway baby grand pi-	
	Quantity	tity of item(s) in a partic-	anos to our New Orleans office.	
		ular order.		
	Date	Used to identify any date	Please record my Eurail ticket expenses	
	Dute	given by the Customer.	of 189 on11/26/18.	
	ItemCode	Used to note the catalog	I'd like to order a Casio keyboard	
	itemeoue	code for a particular item.	model No.5601-V.	
		code for a particular field.		
	Frequency	Used to note how fre-	I need to increase my order for the	
	requerey		PSR-E263 model Yamaha keyboards	
		1 2	by 2 per month. // Please send me	
		deliver.	4 fewer acoustic guitars starting next	
		denver.	month.	
	Item	Used to state what partic-	Do you have any Zildjan cymbals in	
	Item	ular item the Customer is	stock?	
		looking for.	Stock.	
	Address	Used for when the cus-	555 Washington St. USA	
	Address	tomer provides an address	555 Washington St. USA	
		tomer provides an address		