

A MTurk Website Set-up

Figure A1 presents the user side interface where the worker needs to properly respond given the task description and the dialogue history. Figure A2 shows the wizard page with the GUI over all domains. Finally, Figure A3 shows the set-up for annotation of the system acts with Restaurant domain being turned on.

Help Desk: Hello, welcome to the TownInfo centre. I can help you find a restaurant or hotel, look for tourist information, book a train or taxi. How may I help you ?

Customer : I want a place to stay in the east.

Help Desk : I have 6 guesthouses and 1 hotel on the east side. What's your price range?

Customer : Doesn't matter too much. I'd like a 4 star property, though, and would prefer one of the guesthouses.

Help Desk : I'd recommend 517a coldham lane. Would you like me to book a room?

Customer : Could you give me their phone number? I would like to verify that they have free parking.

Help Desk : Allenbell does have parking and the phone is 01223210353. Can I help with anything else?

Next turn

Customer : (Your response)

you need to go through the dialogue first by clicking the 'next turn' button

What topics were mentioned in **this turn**:

General: Booking: Restaurant: Hotels: Attraction:

Hospital: Police: Train: Taxi: Bus:

Submit the HIT

Please try to chat about the following topic:

Task MUL0002:

- You are traveling to and looking forward to try local restaurants.
- You are looking for a **place to stay**. The hotel should be in the **east** and should **include free parking**.
- The hotel should have a **star of 4** and should be in the type of **guesthouse**.
- Make sure you get **address** and **phone number**.
- You are also looking for a **place to dine**. The restaurant should be in the **moderate** price range and should serve **australlian** food.
- If there is no such restaurant, how about one that serves **turkish** food.
- Once you find the **restaurant** you want to book a table for **4 people** at **17:45** on **friday**.
- Make sure you get the **reference number**

--- The End ---

Figure A1: Interface of the user side.

Task MUL0002

Help Desk: Hello, welcome to the TownInfo centre. I can help you find a restaurant or hotel, look for tourist information, book a train or taxi. How may I help you ?

Customer : I want a place to stay in the east.

Help Desk : I have 6 guesthouses and 1 hotel on the east side. What's your price range?

Customer : Doesn't matter too much. I'd like a 4 star property, though, and would prefer one of the guesthouses.

Help Desk : I'd recommend 517a coldham lane. Would you like me to book a room?

Customer : **Could you give me their phone number? I would like to verify that they have free parking.**

Next turn

Restaurant Hotel Attraction Hospital Police Train Taxi Bus

Please **modify** the following answers based on the latest customer response:

- What does the user want?

Is the user looking for a specific hotel by name?	not mentioned
What is the hotel type the user wants?	guesthouse
What is the area the user wants?	east
What is the price range the user wants?	not mentioned
What is the star of the hotel the user wants?	4
Does the user need internet ?	not mentioned
Does the user need parking ?	not mentioned

Lookup

Help Desk : (Your response)

you need to fill in the questionnaires above first.

end-of-dialogue?

Submit the HIT

Figure A2: Interface of the system side.

Anna	Now i need a place to dine. Cheap and Belgian food sounds good.	
Turn 5 John	I do not have anything matching that criteria. Is there another type of food you would like to try?	<div style="border: 1px solid #ccc; padding: 5px;"> <div style="display: flex; justify-content: space-between; border-bottom: 1px solid #ccc; margin-bottom: 5px;"> Booking Restaurant Hotel Attraction Taxi Train Hospital Police </div> <div style="display: flex; justify-content: space-between; font-size: small; margin-bottom: 5px;"> More help? <input type="checkbox"/> Greetings: <input type="checkbox"/> Goodbye <input type="checkbox"/> You're welcome <input type="checkbox"/> Not sure <input type="checkbox"/> </div> <div style="text-align: center; margin-bottom: 5px;">Restaurant domain</div> <p>John is</p> <p>requesting: area <input type="checkbox"/> pricerange <input type="checkbox"/> food type <input checked="" type="checkbox"/> name <input type="checkbox"/> </p> <p>informing: <input type="checkbox"/></p> <p>asking to select between: <input type="checkbox"/></p> <p>recommending: <input type="checkbox"/></p> <p>saying that no venues are found <input checked="" type="checkbox"/></p> </div>

Figure A3: The annotation set-up.