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
	ment in ining, but facer change their overall goal	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 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. Get-ProofofInsuranceIntent 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 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 conversa- tion.	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,	flight from New York City to San Francisco leaving Monday, Oct 29 and returning	Specific? Yes
ChangeSeatAssignment	PhoneNumber, Price, StartDate Use when a customer asks to change their seat assignment. Available slots: Arrival- City, DepartureCity, FlightNum-		Yes
ClosingGreeting	ber, NewSeatNumber, OldSeat- Number, SeatType Use when the customer says good-bye/have a nice day.	Bye // See ya // Have a good one	No

200		Table 3: The schemas for customer intent	alaceae by		250
201		domain	classes, by		250
202					252
203	Confirmation	Use when a customer confirms	Yes // Ok (see	No	252
204		or agrees to something.	guidelines for more		254
205			info)		255
206	ContentOnly	Use when the user is providing	Agent: What is	No	256
207		details to achieve their overall	your phone number		257
		goal - usually in response to a	please? Customer:		
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, Name, NumberofPassenders,			268
219		Name, NumberofPassenders, PhoneNumber, Price, StartDate			269
220		Filonenumber, Frice, StartDate			270
221	GetBoardingPass	Use when customer asks to	Can I get my	Yes	271
222	Octiboarding ass	get their boarding pass for	boarding pass for	105	272
223		their flight. Available slots:	flight 4675?		273
224		ArrivalCity, DepartureCity,	mgnt 4073:		274
225		BookingConfirmationNumber,			275
226		EmailAddress, FlightNumber,			276
227		PhoneNumber			277
228	GetSeatInfo	Use when a customer asks what	Can you let me	Yes	278
229		their seat number is for their	know what seat I		279
230		flight. Available slots: Arrival-	have for my flight		280
231		_	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					292
243	OutofDomain	Use when the customer has an	"hello? Are you	No	293
244		unrelated request that is not cov-	listening?" or		294
245		ered by any of the special in-	"I wish I was		295
246		tents, either.	Beyonc"		296
247	TP1 1.37	TT 1	mi i ua i	N	297
248	ThankYou	Use when the customer says	Thank you // thanks	No	298
249		thank you to the agent.			299

300		Table 3: The schemas for customer intent	classes, by		
301		domain			
302	Daigation	He when the evetemen minete	No. // None (see	Ma	
303	Rejection	Use when the customer rejects	No // Nope (see guidelines for more	No	
304		or says no to something.	info)		
305	FAST FOOD		IIIIO)		
306	Intent	Description	Evennle	Domain	
307	Intent	Description	Example	Specific?	
308	ClosingGreeting	Use when the customer says	Bye // See ya //	No	
309	Closing Greeting	good-bye/have a nice day.	Have a good one	110	
310	Confirmation	Use when a customer confirms	Yes // Ok (see	No	
811		or agrees to something.	guidelines for more		
12		or agrees to commenting.	info)		
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:		
16		sponse to a question from the	123-456-7890		
17		agent. Note: A conversation	$\leftarrow ContentOnly$		
18		can NEVER start with a Con-	J		
9		tentOnly goal, it always is a sub-			
20		goal of a larger goal. Available			
21		slots: Size, Quantity, Ingredi-			
2		ent, ExcludedIngredient, Food-			
3		Item, DrinkItem, Name, Ad-			
4		dress, PhoneNumber, Payment-			
5		Type			
6	OpeningGreeting	Use when the customer says	Hai // hi // hello	No	
7		hello.	//what's up?		
8	OrderBreakfastIntent	When you want to order		Yes	
9		breakfast. Available slots:			
0		Size, Quantity, Ingredient,			
1		ExcludedIngredient, FoodItem,			
2		DrinkItem, Name, Address,			
3	OnderDeror	PhoneNumber	Can Lulium 1	V	
4	OrderBurgerIntent	When you want to order a	-	res	
5		burger. Available slots: Size,	Big Mac		
6		Quantity, Ingredient, ExcludedIngredient, FoodItem,			
7		DrinkItem, Name, Address,			
8		PhoneNumber			
9	OrderDessertIntent	When you want to order dessert.	I'd like an ice	Yes	
0	OrderDessertiment	Available slots: Size, Quantity,	cream sundae	105	
1		Ingredient, ExcludedIngredient,	please		
2		FoodItem, DrinkItem, Name,	preuse		
		Address, PhoneNumber			
3	OrderDrinkIntent	When you order a drink. Avail-	I'd like to order a	Yes	
	O1601D1IIIMIIIMIII	able slots: Size, Quantity,	small Coke	100	
15		Ingredient, ExcludedIngredient,			
16 17		FoodItem, DrinkItem, Name,			
7		Address, PhoneNumber			
18					
49					

400	,	Table 3: The schemas for customer intent	classes, by		4
401	•	domain			4
402	OrderPizzaIntent	When you want to order a pizza.	I'd like to order a	Yes	4
403	Orden izzamieni	Available slots: Size, Quantity,	pizza	103	4
404		Ingredient, ExcludedIngredient,	pizza		4
405		FoodItem, DrinkItem, Name,			4
406		Address, PhoneNumber			4
407	OrderSaladIntent	When you want to order a salad.	I'd like to order a	Yes	4
408	OrderSaradiment	Available slots: Size, Quantity,	chicken salad	108	4
409		Ingredient, ExcludedIngredient,	chicken salau		4
410		FoodItem, DrinkItem, Name,			4
411		Address, PhoneNumber			4
412	OrderSideIntent	When you want to order a side	I would like to or-	Yes	4
113	OrderSidefillelli	to your main meal. Available	der fries	108	4
114		slots: Size, Quantity, Ingredi-	uci ilies		4
115		ent, ExcludedIngredient, Food-			4
		Item, DrinkItem, Name, Ad-			
116		dress, PhoneNumber			4
117		dress, i noncrumber			4
118	OutofDomain	Use when the customer has an	"hello? Are you	No	4
119	OutorDomain	unrelated request that is not cov-	11	NO	4
120		ered by any of the special in-	"I wish I was		4
121		tents, either.	Beyonc"		4
122	ThankYou	Use when the customer says	Thank you // thanks	No	4
23	Thank Tou	thank you to the agent.	Thank you // thanks	NO	4
124		thank you to the agent.			4
125	Rejection	Use when the customer rejects	No // Nope (see	No	4
126	Rejection	or says no to something.	guidelines for more	NO	4
127		or says no to sometimig.	info)		4
428			iiio)		4
429	FINANCE				4
130	Intent	Description	Examples	Domain	4
131				Specific?	4
132	CheckBalance	Use when a customer wants to	How much money	Yes	4
133		check their balance on a bank	do I have on my		4
134		account or credit card. Avail-	checking account?		4
135		able slots: AccountNumber, Ad-			4
136		dress, Name, SSN, CardNumber			4
137	CheckOfferEligibility	Use when a customer ask to see	I saw an ad about	Yes	4
138		of they qualify for a special offer	new, lower rates for		4
139		they heard/saw in an advertise-	your credit cards.		4
140		ment. Available slots: Account-	As an old customer,		4
		Number, Address, CardNumber,	do I qualify for		4
+4 I			these rates?		
		Name, Offer, SSN	mose races.		4
142	CloseAccount	Name, Offer, SSN Use when a customer wants		Yes	4
142 143	CloseAccount	Use when a customer wants	I want to close my	Yes	4
142 143 144	CloseAccount	Use when a customer wants to close their bank account or	I want to close my account ending in	Yes	4
142 143 144 145	CloseAccount	Use when a customer wants to close their bank account or credit card. Available slots: Ac-	I want to close my	Yes	4 4 4
142 143 144 145 146	CloseAccount	Use when a customer wants to close their bank account or credit card. Available slots: AccountNumber, Address, Card-	I want to close my account ending in	Yes	4 4 4
442 443 444 445 446 447	CloseAccount	Use when a customer wants to close their bank account or credit card. Available slots: Ac-	I want to close my account ending in	Yes	4 4 4 4
441 442 443 444 445 446 447 448	CloseAccount	Use when a customer wants to close their bank account or credit card. Available slots: AccountNumber, Address, Card-	I want to close my account ending in	Yes	4 4 4

500			1 1		550
500		Table 3: The schemas for customer intent domain	classes, by		550
501		domani			551
502	ContentOnly	Use when the user is providing	Agent: What is	No	552
503		details to achieve their overall	your phone number		553
504		goal - usually in response to a	please? Customer:		554
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	D' (1)	or agrees to something.	771 1 1	*7	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: AccountNumber, Address,			576
527		AccountNumber, Address, CardNumber, ChargeAmount,			577
528		ChargeDate, ChargeTime,			578
529		LastUsedDate, LastUsedTime,			579
530		Name, SSN			580
531	GetRoutingNumber	Use when the customer wants	Can you tell me	Yes	581
532	Gettouting varioer	to find out the correct rout-	what the routing	105	582
533		ing number for their bank ac-	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	_	open a new bank account or	a new savings ac-		588
539		credit card. Available slots: Ac-	count.		589
540		countNumber, Address, Card-			590
541		Number, Name, SSN			591
542					592
543	OpeningGreeting	Use when the customer says	Good morning.	No	593
544		hello.			594
545	OrderChecks	Use when the customer wants	I ran out of checks.	Yes	595
546		to order checks. Available			596
547		slots: AccountNumber, Ad-			597
548		dress, CardNumber Name, SSN			598
549					599

600	7D 1	1- 2. The selection Control of the C	l h		-
600		le 3: The schemas for customer intent	t classes, by		65
601 602	don				65 65
603	OutOfDomain	Use when the customer has a	See above under	No	65
604		non-finance request that is not	"Unrelated intent".		65
605		covered by any of the special in-			65
606		tents, either.			65
607	Rejection	Use when the customer rejects	No.	No	65
608		or says no to something.			65
609	ReplaceCard	Use when the customer needs	Yes		65
610		to replace a damaged or expired			66
611		card. Available slots: Account-			
		Number, Address, CardNumber,			66
612		Name, PoliceNotified, Replace-			66
613	Danast ast Cand	mentReason, SSN	I'4 Cd	Van	66
614	ReportLostCard	Use when the customer lost	I can't find my	Yes	66
615		their card or had it stolen. Available slots: AccountNum-	credit card.		66
616		ber, Address, CardNumber,			66
617		Charge Amount, Charge Date,			66
618		ChargeTime, LastUsedDate,			66
619		LastUsedTime, Name, Poli-			66
620		ceNotified, ReplacementRea-			67
621		son, SSN			67
622	RequestCreditLimitIncrease	Use when the customer wants to	I would like to in-	Yes	67
623		increase the credit limit on their	crease my credit		67
624		card. Available slots: Account-	limit.		67
625		Number, Address, CardNumber,			67
626		Name, Offer, SSN			67
627	ThankYou	Use when the customer says	Thanks.	No	67
628		thank you to the agent.			67
629	TransferMoney	Use when the customer wants	I want to move	Yes	67
630		to transfer money from one	some money from		68
631		account to another. Available	my checking ac-		68
632		slots: AccountNumber, Ad-	count to my sav-		68
633		dress, CardNumber, Name,	ings account.		68
634		SSN, TargetAccountNumber,			68
635		Price, TransferAmount	_		68
636	UpdateAddress	Use when the customer wants to	I moved last week,	Yes	68
637		change their address because of	so I'd like to update		68
638		a recent or upcoming move. Do	my address.		68
639		not use this intent when the cus-			68
640		tomer is correcting themselves			69
641		after giving the incorrect address			69
642		earlier in the same conversa-			69
643		tion. Available slots: Account-			69
644		Number, Address, CardNumber,			69
645	INSURANCE	Name, SSN			69
646	Intent	Description	Examples	Domain	69
647	Intent	Description	Examples	Specific?	69
648				Specific:	69
649					69

700		Table 2. The sakemes fort	t alassas by		750
700 701		Table 3: The schemas for customer intent domain	i classes, by		750 751
701		Contain			752
702	ContentOnly	Use when the user is providing	Agent: What is	No	752
703		details to achieve their overall	your phone number		754
		goal - usually in response to a	please? Customer:		
705 706		question from the agent. Note:	123-456-7890		755
		A conversation can NEVER	$\leftarrow ContentOnly$		756
707		start with a ContentOnly goal,			757
708		it always is a subgoal of a			758
709		larger goal. Available slots:			759
710		CarBrand, CarModel, CarYear,			760
711		ClaimID, Name, EmailAddress,			761
712		PhoneNumber, PolicyID, SSN			762
713	CheckClaimStatus	Use when the customer asks	I filed an insurance	Yes	763
714		about the status of an insurance	claim two weeks		764
715		claim they filed. Available slots:	ago, but I still		765
716		CarBrand, CarModel, CarYear,	havent got paid.		766
717		ClaimID, Name, EmailAddress,			767
718		PhoneNumber, PolicyID, SSN	G 11	3. 7	768
719	ClosingGreeting	Use when the customer says	Goodbye.	No	769
720	C C	goodbye.	V. OV	NT -	770
721	Confirmation	Use when a customer confirms	Yes. —— OK.	No	771
722	GetProofOfInsurance	or agrees to something.	I mand a name of	Vac	772
723	GetProofOffnsurance	Use when a customer asks for	I need a copy of	Yes	773
724		proof of insurance documents. Available slots: CarBrand,	my insurance docu-		774
725		CarModel, CarYear, ClaimID,	ments for my car.		775
726		Name, EmailAddress, Pho-			776
727		neNumber, PolicyID, SSN			777
728	OpeningGreeting	Use when the customer says	Good morning.	No	778
729	OpeningOrecting	hello.	Good morning.	110	779
730	OutOfDomain	Use when the customer has a	See above under	No	780
731	OutoiDomain	non-finance request that is not	"Unrelated intent".	110	781
732		covered by any of the special in-	Cinciated intent.		782
733		tents, either.			783
734	Rejection	Use when the customer rejects	No.	No	784
735	J -	or says no to something.	- 		785
736	ReportBrokenPhone	Use when the customer calls	My phones screen	Yes	786
737	1	about a broken phone. Avail-	is cracked.		787
738		able slots: ClaimID, Name,			788
739		EmailAddress, PhoneNumber,			789
740		PolicyID, SSN			790
741	ThankYou	Use when the customer says	Thanks.	No	791
742		thank you to the agent.			792
743	MEDIA				793
744	Intent	Description	Example	Domain	794
745				Specific?	795
746					796
7.47					70-

800 801		ole 3: The schemas for customer intent	classes, by	
802 803 804 805 806 807 808	CancelServiceIntent	Use this ONLY when a user wants to cancel their service. Available slots: CurrentCity, CurrentZipCode, EmailAddress, ServiceType, UserName, Date, AccountID, Address, Phonenumber, SSN	"I'd like to cancel my service"	Yes
810 811	ClosingGreeting	Use when the customer says good-bye/have a nice day.	Bye // See ya // Have a good one	No
812 813 814	Confirmation	Use when a customer confirms or agrees to something.	Yes // Ok (see guidelines for more info)	No
815 816 817 818 819 820 821 822 823 824 825 826 827	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 ← ContentOnly	No
829 830 831 832 833 834 835	GetChannelPackageIntent	Use this intent when a user asks about getting a particu-	"I'd like to add the sports package to my current ser- vice."	Yes
837 838 839 840 841 842 843	GetInformationIntent	Use this intent when a user asks for more information about a product or a service. Available slots: CurrentCity, CurrentZip-Code, EmailAddress, Service-Type, UserName, Date, AccountID, Address, Phonenumber, SSN	"Can you tell me more about the 15% off promotion for a 100 new channels?"	Yes
845 846 847 848 849				

900		Table 3: The schemas for customer intent	classes, by	
901		domain		
902	OpeningGreeting	Use when the customer says	Hai // hi // hello	No
903	opening oreening	hello. Note: This is only at the	//what's up?	110
904		beginning of a conversation. If	., ., .	
905		the customer is saying "hello?"		
906		"hello?" in the middle of the		
907		conversation to try and get the		
908		agent's attention, that should be		
909		marked as OutOfDomain.		
910	OutofDomain	Use when the customer has an	"hello? Are you	No
911		unrelated request that is not cov-	listening?" or	
912		ered by any of the special in-	"I wish I was	
913		tents, either.	Beyonc"	
914	StartServiceIntent	Use this intent when the user	"I'd like to start	Yes
915		would like to sign up for	new cable service."	
916		a new service. Available		
917		slots: CurrentCity, CurrentZip-		
918		Code, EmailAddress, Service-		
919		Type, UserName, Date, Ac-		
920		countID, Address, Phonenum-		
921		ber, SSN		
922	ThankYou	Use when the customer says	Thank you // thanks	No
923		thank you to the agent.		
924	TransferServiceIntent	Use this intent when the user is	"I'm moving and	Yes
925		interested in moving their ser-	I'd like to move my	
926		vice from where they currently	service."	
927		live to a new address Available		
928		slots: CurrentCity, CurrentZip-		
929		Code, EmailAddress, Service-		
930		Type, UserName, Date, Ac-		
931		countID, Address, Phonenum-		
932	Daigation	ber, SSN	No. // None (cae	No
933	Rejection	Use when the customer rejects	No // Nope (see guidelines for more	No
934		or says no to something.	info)	
935	ViewBillsIntent	Use this when the user is in-	"I'd like to view the	Yes
936	, 10 w Dinsincent	terested in just viewing their	bill for my account	100
937		bills. Available slots: CurrentC-	please"	
938		ity, CurrentZipCode, EmailAd-	picase	
939		dress, ServiceType, UserName,		
940		Date, AccountID, Address, Pho-		
941		nenumber, SSN		
942	ViewDataUsageIntent	Use this when the user is in-	"I'd like to know	Yes
943		terested in finding out how	how much data I'm	
944		much data they are using on	using for my ac-	
945		their account. Available slots:	count"	
946		CurrentCity, CurrentZipCode,		
947		EmailAddress, ServiceType,		
948		UserName, Date, AccountID,		
949		Address, Phonenumber, SSN		
J				

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,	•		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,			1077
1028		CompanyName, OrderNumber,			1078
1029		Quantity, Date, Frequency, Item-			1079
1030	C1 1 C C	Name, Address	T.1 1 0	***	1080
1031	CheckServerStatus	Use for inquiries about the con-	Is the server down?	Yes	1081
1032		dition of the server; e.g., whether			1082
1033		it's down or not. Available			1083
1034		slots: AccountNumber, Compa-			1084
1035		nyName, SoftwareName, Password, Address			1085
1036	ClosingGreeting	Use for any closing greeting.	Bye. // Goodbye.	No	1086
1037	Closing Orecting	Ose for any closing greeting.	// Later. // Have a	110	1087
1038			good day. // Good		1088
1039			night. // Etc.		1089
1040	Confirmation	Use when a Customer says yes,	Yes. // Yeah. //	No	1090
1041	Communation	or otherwise agrees to an offer.	Sounds good. // I'll	110	1091
1042		or only who agrees to an offer.	take it. // Okay. //		1092
1042			Etc.		1092
1044					1093
1044					1094
1045					1095
1046					1097
1047					1097
1048					
1043					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-			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	T	*7	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, Password, Ex-		1170
1121			penseType, Cost,		1171
1122			ApproverName,		1172
1123			Date, Address		1173
1124	GetPromotions	Use when a Customer asks about	If I purchase a large	Yes	1174
1125		any promotions or discounts the	quantity, will there	100	1175
1126		company might have on offer.	be any discount on		1176
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 of violin wax.		1189
1140	Ston Ordon	ItemName, Address		Vac	1190
1141	StopOrder	Use to cancel a recurring order that has previously been set	I need to cancel my monthly order for	Yes	1191
1142		up. Available slots: Name,	Elixir 80/20 bronze		1192
1143		AccountNumber, Company-	guitar strings.		1193
1144		Name, OrderNumber, Quantity,	Suitai suiligs.		1194
1145		Date, ItemCode, Frequency,			1195
1146		ItemName, Address			1196
1147		-,			1197
1148					1198
1149					1199

	Table 3: The schemas for customer domain	intent classes, by	
	domani		
ProvideReceipt	Requests for a receipt	for I need a receipt for	Yes
	expenses or purchases. A	vail- hotel expenses for	
	able slots: AccountNum	nber, my January trip to	
	CompanyName, Passw	vord, Brazil.	
	ExpenseType, Cost, Appro	over-	
	Name, Date, Address		
OpeningGreeting	Use for any opening greeting	_	No
		Good morning. //	
		Hey, there. // Etc.	
0-40(D	II C	1-4-1 A 1'-4' 9	NT.
OutOfDomain	Use for any comment not rel	·	No
	to these categories.	// Are we still con-	
		nected? // Can I get 3 large Cokes?	
		J large Cokes!	
ReportBrokenSoftware	Use to cover reports that	t an I can't log in to	Yes
1. oportion on out water	app/software isn't working.	Skype.	100
SoftwareUpdate	Use whenever a Customer s	• •	Yes
	a conversation by asking v		
	software updates are availa	* *	
	Available slots: AccountN	lum-	
	ber, CompanyName, Softw	/are-	
	Name, Password, Address		
Rejection	Use when a Customer says	s no, No. // I don't want	No
	or otherwise turns down an o		
		Nope. // Etc.	
ThankYou	Use when a Customer	•	No
	thanks, or makes any expres		
	of gratitude.	it. // Etc.	
A.5 Slot Labels			
A.5 Slot Labels			
A.5 Slot Labels	Table 4: The schemas for customer	intent classes, by	
A.5 Slot Labels	Table 4: The schemas for customer is domain	intent classes, by	
A.5 Slot Labels AIRLINES		intent classes, by	
		intent classes, by Example	
AIRLINES Slot Label	domain Description	Example	
AIRLINES	Description Used when a customer	Example Arrive in Boston on Mon	day
AIRLINES Slot Label	Description Used when a customer gives a city name for their	Example Arrive in Boston on Mon	day
AIRLINES Slot Label ArrivalCity	Description Used when a customer gives a city name for their intended arrival location	Example Arrive in Boston on Mon	day
AIRLINES Slot Label	Description Used when a customer gives a city name for their intended arrival location lumber Used when a customer	Example Arrive in Boston on Mon	day
AIRLINES Slot Label ArrivalCity	Description Used when a customer gives a city name for their intended arrival location	Example Arrive in Boston on Mon	day
AIRLINES Slot Label ArrivalCity BookingConfirmationN	Description Used when a customer gives a city name for their intended arrival location Used when a customer gives a booking number	Example Arrive in Boston on Mon Booking #: 234925782	
AIRLINES Slot Label ArrivalCity	Description Used when a customer gives a city name for their intended arrival location Used when a customer gives a booking number Used when a customer	Example Arrive in Boston on Mon Booking #: 234925782 Depart from London on H	
AIRLINES Slot Label ArrivalCity BookingConfirmationN	Description Used when a customer gives a city name for their intended arrival location Used when a customer gives a booking number	Example Arrive in Boston on Mon Booking #: 234925782 Depart from London on I	

1300 1301		Table 4: The schemas for customer in domain	ntent classes, by	1350 1351
1302	··			1352
1303	Email	Used when a customer	bob@amazon.com	1353
1304	E. ID.	gives their email address	Determine on Frider Messenher 0// 11	1354
1305	EndDate	Used when a customer	Returning on Friday, November 9// 11-	1355
1306		provides the date of their	9-2018// Nov 9	1356
1307		return flight. If the customer only provides ONE		1357
1308		date, mark it as StartDate		1358
1309	FlightNumber	Used when a customer	United 4567	1359
1310	1 light valloci	gives their flight number	Omed 4307	1360
1311	Name	Used when a customer	My name is Peter Parker	1361
1312	1 (WILL)	provides their name	1.19 1.11.110 10 1 0001 1 11.1101	1362
1313	NewSeatNumber	Used when a customer is	Can I change my seat from 40D to	1363
1314		trying to change seat as-	30A?	1364
1315		signment. This tag should		1365
1316		be applied to the new as-		1366
1317		signment		1367
1318	OldSeatNumber	Used when a customer is	Can I change my seat from 40D to	1368
1319		trying to change seat as-	30A?	1369
1320		sigment. This tag should		1370
1321		be applied to the old seat		1371
1322		assignment		1372
1323	PhoneNumber	Used when a customer	Phone number is 800-555-1234	1373
1324		provides their phone num-		1374
1325		ber		1375
1326	Price	Used when a customer	I'd like to purchase the flight for \$500.	1376
1327		says the price of the		1377
1328		flight/baggage/seat		1378
1329	CootTerro	change etc.	De vous hours and sigle costs and lable?	1379
1330	SeatType	Used when a customer	Do you have any aisle seats available?	1380
1331		asks about a certain type of seat (aisle, middle,		1381
1332		window)		1382
1333	StartDate	Used when a customer	Departing on Monday, October 29 //10-	1383
1334	StartDate	provides the date of their	29-2018// Oct 29	1384
1335		first flight. If the customer	27-2010// Oct 27	1385
1336		only provides ONE date,		1386
1337		mark it as StartDate		1387
1338	TimeofArrival	Used when a customer	Flight arriving at midnight//1:30 PM //	1388
1339		provides the time of ar-	13:00	1389
1340		rival of their flight		1390
1341	TimeofDeparture	Used when a customer	Flight departing at midnight//1:30 PM	1391
1342	-	provides the time of de-	// 13:00	1392
1343		parture of their flight		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 top- pings, burger toppings	I'd like a large cheese pizza with pep- peroni and mushrooms	1398

1400	7	Table 4: The schemas for customer is	ntent classes, by	1450
1401	Ċ	lomain		1451
1402				1452
1403	ExcludedIngredient	Refers to an ingredient	I'd like a burger with no lettuce. "let-	1453
1404	Excludedingredient	that you would like to be	tuce" should be labeled ExcludedIngre-	1454
1405		removed from a food item	dient	1455
1406	FoodItem	the food item in the intent	I'd like to order a large pizza	1456
1407	DrinkItem	the drink item in the intent	I'd like an iced coffee	1457
1408	Dillikitelli	the drink item in the intent	I d like all iced collee	1458
1409				1459
1410	FINANCE			1460
1411	Slot Label	Description	Example	1461
1412	AccountNumber	Use on full or partial ac-	123498765	1462
1413	7 Cecanii vanioci	count numbers, but not on	123470703	1463
1414		card numbers. (Use con-		1464
1415		text to decide.) For trans-		1465
1416		fers, use this for the ori-		1466
1417		gin of the money (see also		1467
1418		TargetAccountNumber).		1468
1419	Address	Use on any and all parts	2982 Rose Ave, Seattle, WA	1469
1420		of addresses, including		1470
1421		street names, street num-		1471
1422		bers, zip codes, states, etc.		1472
1423	CardNumber	Use on full or partial card	*****4567	1473
1424		numbers, but not on ac-		1474
1425		count numbers. (Use con-		1475
1425		text to decide.)		1475
1427	ChargeAmount	Use on a sum of money	\$500	1477
		that was charged, includ-		
1428		ing the currency, if it is		1478 1479
1429		present.		
1430	ChargeDate		today —— last week —— 06/19 ——	1480
1431		count was charged on. It	June 30th —— 2018-04-18	1481
1432		doesn't have to be an ex-		1482
1433		act date expressed with		1483
1434		number values.		1484
1435	ChargeTime	Use on the time the ac-	8pm — morning — 4:18	1485
1436		count was charged at. It		1486
1437		doesn't have to be an ex-		1487
1438		act time expressed with		1488
1439		number values.		1489
1440	CustomerName	Use on the name of the	Jane Doe	1490
1441	L. alle alba	customer.	1.1	1491
1442	LastUsedDate	Use on the date the card	•	1492
1443		was last used. It doesn't	June 30th —— 2018-04-18	1493
1444		have to be an exact date		1494
1445		expressed with number values.		1495
1446		values.		1496
1447				1497
1448				1498
1449				1499

1500		Table 4: The schemas for customer in	ntent classes, by	1550
1501		domain	•	1551
1502	LastUsedTime	Has an the time the good	9mm mamina 4.19	1552
1503	LastuseuTine	was last used. It doesn't	8pm — morning — 4:18	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	D 1D	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- ment card.		1571
1522	SSN	Use on a full or partial so-	1234	1572
1523	5514	cial security number.	1237	1573
1524	TargetAccountNumber	Use on the account num-	123498765	1574
1525	Targett teetamit (amoet	ber the customer wants to	123 17 07 05	1575
1526		transfer money to. (See		1576
1527		also AccountNumber.)		1577
1528	TransferAmount	Use on a sum of money	100,000	1578
1529		that the customer wants		1579
1530		to transfer, including the		1580
1531		currency, if it is present.		1581
1532				1582
1533	INSURANCE			1583
1534 1535	Label	Description	Example	1584 1585
1536	CarBrand	Use on the brand/make of	Ford	1586
1537		the car. Dont include the		1587
1537		model or year those are different slot labels.		1588
1539	CarModel	Use on the model of the	Focus	1589
1540	Carwoder	car. Dont include the	Tocus	1590
1541		brand or year those are		1591
1542		different slot labels.		1592
1543	CarYear	Use on the year of the car	2017	1593
1544		was released. Dont in-		1594
1545		clude the make or model		1595
1546		those are different slot la-		1596
1547		bels.		1597
1548				1598
1549				1599

1600	-	Ship 4. The selection Control of	utant alabasa har	
1600 1601		Table 4: The schemas for customer i omain	ment classes, by	
602	u			
603	ClaimID	Use on the insurance	ABC123	
604		claim ID (combination of		
605		letters and numbers). Use		
06		the context to differentiate		
07		from PolicyID.		
08	Name	Use on the name of the	Jane Doe	
09	F 14.11	customer.	. 1 6 7	
10	EmailAddress	Use on full email ad-	jane.doe@gmail.com	
1	PhoneNumber	dresses.	(000) 555 2424 122 0000	
2	PhoneNumber	Use on phone numbers. If area codes or extensions	(999) 555-3434 —— 123-9999 ——	
3			1-800-CALLME	
4		are uses, include those as well.		
1 5	PolicyID	Use on the insurance pol-		
6	roncyib	icy ID (combination of		
		letters and numbers). Use		
7		the context to differentiate		
3		from ClaimID.		
9		Hom Clamin.	DEF345345345	
0	SSN	Use on a full or partial so-	1234	
1		cial security number.	123 1	
2				
3 4	MEDIA			
5	Slot	Description	Example	
;	NewCity	Used for the city that the	"I'd like to transfer service from Mis-	
7		user is moving to	soula, Montana to New York, New	
}			York"	
)	CurrentCity	Used for the city that the	"I'd like to transfer service from Mis-	
)		user is moving from. If	soula, Montana to New York, New	
Í		user only provides one	York"	
2		city, use this this slot		
3			W. I	
1	CurrentZipCode	Used for the zip code	"I live at 02210."	
5		where the user is moving		
6		from. If the user only pro-		
7		vides one zip code, use		
	Nam7inCada	this slot.	"I' 42 00210"	
8 9	NewZipCode	for the zip code where the	"I'm moving to 90210"	
		user is moving to		
) I	SarvicaTuna	Used for all services pro	"I'd like to purchase a cable bundle"	
	ServiceType	Used for all services provided by the cable com-	"I'd like to purchase a cable bundle."	
2		•		
3		pany such as phone, internet, TV, cable		
4	DataCategoryValues	Used for instances where	"I'd like to purchase the 5CD data plan	
5	Data Category values	the user asks about an	"I'd like to purchase the 5GB data plan for my phone."	
6		amount of data or data us-	for my phone.	
7				
8		age		
9				

1700		Table 4: The schemas for customer in	ntent classes, by	1750
1701		domain		1751
1702	UserName	Used for any name that	"Can you tell me about Jon's usage for	1752
1703	Osciivaille	the user gives, could be	the month?" OR "My name is Nancy."	1753
1704		their name or a family	the month: OK Wy hame is realicy.	1754
1705		member's name, or an on-		1755
1706		line username		1756
1707	Date	Used for any and all dates	12/25/2012 or March or last week	1757
1708	Bute	given by the customer	12,25,2612 of March of last week	1758
1709	AccountID	The fake account ID that	"My account number is 123456"	1759
1710		the user provided to the	,	1760
1711		agent		1761
1712	Price	Used for any intent where	"I'd like the cable package for \$50 per	1762
1713		the user asks for a price or	month"	1763
1714		gives a price		1764
1715	Address	Used for slotting the en-	"I live at 555 Washington St."	1765
1716		tire address		1766
1717				1767
1718	Phone Number	User's phone number	My number is 123-456-7890	1768
1719	SSN	User's last four digits		1769
1720		of their "social security		1770
1721		number'		1771
1722	Email	User's "email address"	bradpitt@email.com	1772
1723	C1 15 1			1773
1724	ChannelPackage	When user is trying to or-	"I'd like the sports package"	1774
1725	D	der a cable package	277 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1775
1726	Promotion	Used when customer is	"I'd like the 15% off for three months	1776
1727		asking about or ordering	premium cable package"	1777
1728		a Yes promotion or dis-		1778
1729		count		1779
1730	SOFTWARE			1780
1731	Slot label	Description	Example	1781
1732	Name	Use when a Customer	My name is John Waters. // This is	1782
1733		gives a name, including	John from Downbeat Music. // My user	1783
1734		first name, last name, or	name is Jonah.	1784
1735		both.		1785
1736	AccountNumber	Used when a Customer	My account number is UFO5440.	1786
1737		provides a numeric or al-		1787
1738		phanumeric account num-		1788
1739		ber		1789
1740	CompanyName	Used when a Customer	I'm placing an order for Harlowe In-	1790
1741		provides the name of their	struments.	1791
1742		company.		1792
1743	SoftwareName	Used when a Customer	I'm trying to use Skype.	1793
1744		gives the name of the app		1794
1745		they're calling about.		1795
1746				1796
1747				1797
1748				1798
1749				1799

month.		domain		
r their company's numeric or alphanumeric password. ExpenseType Used when the Customer identifies the kind of travel expense they're reporting. Cost Used to identify any kind of cost in any currency. Used to identify the name of the manager of the department, or of the person placing the order, if they're different. OrderNumber Used to identify the quantity of item(s) in a particular order. Date Used to identify any date given by the Customer. ItemCode Used to note the catalog code for a particular item. Used to note how frequently the Customer wants this order to deliver. Item Used to state what particular item Used to state what particular item customer is looking for. Address Used for when the customer Is spent \$632 on flights from Boston to Vancouver. I spent \$632 on flights from Boston to	Password		Used when the Customer	My company's password is 404NF.
ExpenseType ExpenseType Lead when the Customer identifies the kind of travel expense they're reporting. Cost Used to identify any kind of cost in any currency. ApproverName Used to identify the name of the manager of the department, or of the person placing the order, if they're different. OrderNumber Used to mark the order number that the conversation is about. Quantity Used to identify the quantity of item(s) in a particular order. Date Used to identify any date given by the Customer. ItemCode Used to note the catalog code for a particular item. Lead to identify the Quantity the Quantity and I spent \$632 on flights from Boston to Vancouver. My manager's name is Karl Zinka. // I'm Nera Vivaldi, and I have the authority to approve this transaction. This is order #TPE29. This is order #TPE29. Please ship 3 Steinway baby grand pianos to our New Orleans office. Please record my Eurail ticket expenses of 189 on11/26/18. I'd like to order a Casio keyboard model No.5601-V. Frequency Used to note how frequently the Customer wants this order to deliver. Used to state what particular item the Customer is looking for. Used for when the cus- Style Sala on flights from Boston to Vancouver. My manager's name is Karl Zinka. // I'm Nera Vivaldi, and I have the authority to approve this transaction. This is order #TPE29. Please record my Eurail ticket expenses of 189 on11/26/18. I'd like to order a Casio keyboard model No.5601-V. 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. Used to state what particular item the Customer is looking for. Address Used for when the cus- Style Sala on flights from Boston to Vancouver. I spent \$632 on flights from Boston to Vancouver. My manager's name is Karl Zinka. // I'm Nera Vivaldi, and I have the authority to prove this transaction.			gives their individual	
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