

Table of Contents

Preface	xi
Introduction	xv
PART 1. HISTORICAL AND METHODOLOGICAL LANDMARKS	1
Chapter 1. An Assessment of the Evolution of Research and Systems	3
1.1. A few essential historical landmarks	5
1.1.1. First motivations, first written systems	6
1.1.2. First oral and multimodal systems	11
1.1.3. Current systems: multiplicity of fields and techniques	14
1.2. A list of possible abilities for a current system	16
1.2.1. Recording devices and their use	17
1.2.2. Analysis and reasoning abilities	20
1.2.3. System reaction types and their manifestation	22
1.3. The current challenges	23
1.3.1. Adapting and integrating existing theories	23
1.3.2. Diversifying systems' abilities	25
1.3.3. Rationalizing the design	26
1.3.4. Facilitating the implementation	27
1.4. Conclusion	27
Chapter 2. Man–Machine Dialogue Fields	29
2.1. Cognitive aspects	30
2.1.1. Perception, attention and memory	32

2.1.2. Representation and reasoning	35
2.1.3. Learning	37
2.2. Linguistic aspects	40
2.2.1. Levels of language analysis	41
2.2.2. Automatic processing	44
2.3. Computer aspects	45
2.3.1. Data structures and digital resources	45
2.3.2. Man–machine interfaces, plastic interfaces and ergonomics	46
2.4. Conclusion	46
Chapter 3. The Development Stages of a Dialogue System	47
3.1. Comparing a few development progresses	48
3.1.1. A scenario matching the 1980s	48
3.1.2. A scenario matching the 2000s	49
3.1.3. A scenario today	51
3.2. Description of the main stages of development	52
3.2.1. Specifying the system’s task and roles	52
3.2.2. Specifying covered phenomena	54
3.2.3. Carrying out experiments and corpus studies	55
3.2.4. Specifying the processing processes	58
3.2.5. Resource writing and development	59
3.2.6. Assessment and scalability	61
3.3. Conclusion	62
Chapter 4. Reusable System Architectures	63
4.1. Run-time architectures	64
4.1.1. A list of modules and resources	64
4.1.2. The process flow	66
4.1.3. Module interaction language	68
4.2. Design-time architectures	69
4.2.1. Toolkits	70
4.2.2. Middleware for man–machine interaction	71
4.2.3. Challenges	72
4.3. Conclusion	73

PART 2. INPUTS PROCESSING	75
Chapter 5. Semantic Analyses and Representations	77
5.1. Language in dialogue and in man–machine dialogue	78
5.1.1. The main characteristics of natural language	78
5.1.2. Oral and written languages	82
5.1.3. Language and spontaneous dialogue	83
5.1.4. Language and conversational gestures	84
5.2. Computational processes: from the signal to the meaning	85
5.2.1. Syntactic analyses	86
5.2.2. Semantic and conceptual resources	87
5.2.3. Semantic analyses	89
5.3. Enriching meaning representation	91
5.3.1. At the level of linguistic utterance	91
5.3.2. At the level of multimodal utterance	93
5.4. Conclusion	94
Chapter 6. Reference Resolution	95
6.1. Object reference resolution	96
6.1.1. Multimodal reference domains	98
6.1.2. Visual scene analysis	100
6.1.3. Pointing gesture analysis	101
6.1.4. Reference resolution depending on determination	102
6.2. Action reference resolution	105
6.2.1. Action reference and verbal semantics	105
6.2.2. Analyzing the utterance “put that there”	108
6.3. Anaphora and coreference processing	109
6.4. Conclusion	112
Chapter 7. Dialogue Acts Recognition	113
7.1. Nature of dialogue acts	114
7.1.1. Definitions and phenomena	114
7.1.2. The issue with indirect acts	116
7.1.3. The issue with composite acts	118
7.2. Identification and processing of dialogue acts	119
7.2.1. Act identification and classification	119
7.2.2. Indirect and composite acts	121
7.3. Multimodal dialogue act processing	122
7.4. Conclusion	124

PART 3. SYSTEM BEHAVIOR AND EVALUATION	125
Chapter 8. A Few Dialogue Strategies	127
8.1. Natural and cooperative aspects of dialogue management	128
8.1.1. Common goal and cooperation	128
8.1.2. Speaking turns and interactive aspects	130
8.1.3. Interpretation and inferences	132
8.1.4. Dialogue, argumentation and coherence	133
8.1.5. Choosing an answer	135
8.2. Technical aspects of dialogue management	136
8.2.1. Dialogue management and control	136
8.2.2. Dialogue history modeling	138
8.2.3. Dialogue management and multimodality management	143
8.2.4. Can a dialogue system lie?	145
8.3. Conclusion	147
Chapter 9. Multimodal Output Management	149
9.1. Output management methodology	151
9.1.1. General principles of output multimodality	151
9.1.2. Human factors for multimedia presentation	153
9.2. Multimedia presentation pragmatics	156
9.2.1. Illocutionary forces and values	156
9.2.2. Perlocutionary forces and values	157
9.3. Processes	159
9.3.1. Allocation of the information over communication channels	159
9.3.2. Redundancy management and multimodal fission	161
9.3.3. Generation of referring expressions	162
9.3.4. Valorizing part of the information and text to speech synthesis	163
9.4. Conclusion	165
Chapter 10. Multimodal Dialogue System Assessment	167
10.1. Dialogue system assessment feasibility	168
10.1.1. A few assessment experiments	170
10.1.2. Man–machine interface methodologies	172
10.1.3. Oral dialogue methodologies	174

10.1.4. Multimodal dialogue methodologies	175
10.2. Multimodal system assessment challenges	176
10.2.1. Global assessment or segmented assessment?	176
10.2.2. Should a multimodal corpus be managed?	178
10.2.3. Can we compare several multimodal systems?	179
10.3. Methodological elements	180
10.3.1. User expertise and system complexity	181
10.3.2. Questionnaires for users	183
10.3.3. Extending DQR and DCR to multimodal dialogue	185
10.3.4. Towards other assessment methods	189
10.4. Conclusion	190
Conclusion	191
Bibliography	193
Index	203