Role-aware Recurrent Entity Networks for Task-oriented Dialogue Systems
A. Stienstra

Abstract

End to-end task oriented dialogue systems are a heated topic nowadays. Not surprisingly, as this technology can revolutionize customer service related work. We introduce a novel architecture that exploits the differences in information and structure between different parts of the dialogue history. We base this method of Recurrent Entity networks. Furthermore, we show that adding part-of-speech tags does not improve the performance and that the effectiveness of using pre-trained word embeddings depend on the overlapping vocabulary and number of entities. Additionally, we introduce a simple baseline method that performs surprisingly well, this indicates that task oriented dialogue systems fixate on unique combinations of the response and the final user input.