DIALOGUE STRATEGY GENERATION SYSTEM AND METHOD

Abstract

The present disclosure relates to methods and systems for voice interaction with a user. The methods and systems comprise receiving a text input dataset comprising user input dialogue, identifying one or more user intents from the text input dataset, determining one or more current dialogue state(s) based on the identified user intent, tracking the dialogue state(s) to generate a dialogue strategy, the dialogue strategy generated using initial model parameters and comprising one or more nodes associated with the identified user intent, generating a dialogue flow tree by linking the one or more nodes of the dialogue strategy, determining an effectiveness of the generated dialogue flow tree by comparing the generated dialogue flow tree to a predetermined dialogue flow tree, generating one or more positive or negative incentives based on the determined effectiveness, and updating the initial model parameters based on the incentives, and repeating the above steps with the updated model parameters until a loss value comprising a difference between the generated dialogue flow tree and the predetermined dialogue flow tree is within a loss value threshold.

Fig. 1