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(54) **Title:** SEARCHING CONVERSATION LOGS OF VIRTUAL AGENT DIALOG SYSTEM FOR CONTRASTIVE TEMPORAL PATTERNS

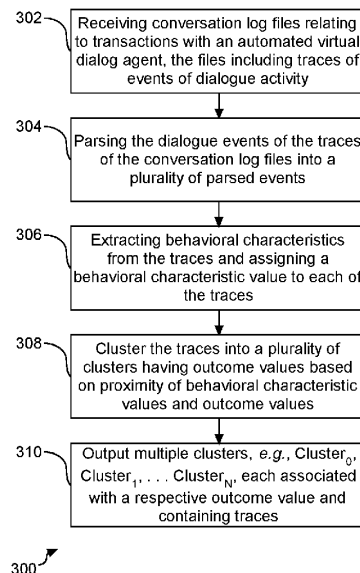


FIG. 3

(57) **Abstract:** A computer system, a computer program product, and a machine-implemented method for improving performance of a dialog system employing an automated virtual dialog agent are disclosed. The method involves clustering traces of dialog conversation logs into sets, and searching the traces for one or more contrastive temporal patterns between the sets.

[Continued on next page]

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