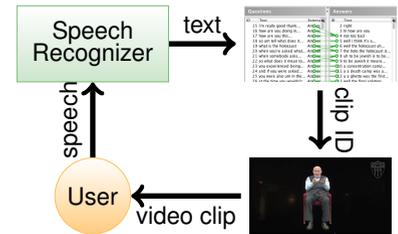


New Dimensions in Testimony: talk to a Holocaust survivor
 System plays appropriate video clip in response to user utterance
 Response classifier identifies best response
 Dialogue manager handles non-understanding with off-topic utterances
 1600 video responses, trained with over 10000 user utterances
 Extensive data collection to enable direct responses to common user questions



System designed for direct interaction, but placed in museums in two distinct settings

Illinois Holocaust Museum and Education Center

Interaction mediated by museum docents

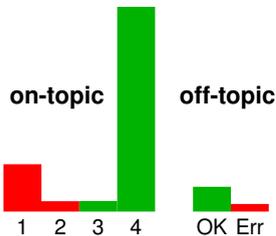


United States Holocaust Memorial Museum

Visitors interact with system directly



~2000 responses from each museum rated for appropriateness

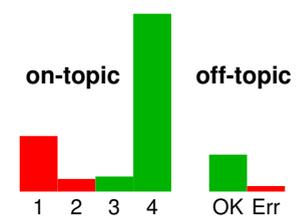


– More direct answers
 – Better direct answers
 – Fewer cases where direct answer is unavailable (all χ^2 , $p < 0.005$)

Docents lead system to known responses

Overall appropriate behavior (correct direct answers + correct off-topic responses) only slightly lower (79% vs. 76%, $p = 0.035$)

Correct behavior in the face of unknown inputs



Vocabulary size: 961
 Vocabulary density: 14.2

Higher lexical variation in direct interaction →

Vocabulary size: 1386
 Vocabulary density: 10.5

us Majdanek war liberation hear
 what's tell testing didn't sing
 England why life about after
 Warsaw I'm rap cats it's

Most distinctive lexical items

I it concentration kosher
 yourself don't me joke is if
 or much and favorite now that
 they summary eat experienced

Most common user questions

Oriented towards survivor's specific story

More personal, conversational in nature

Testing
 How many languages do you speak?
 Tell us about your childhood
 Can you hear me?
 What was life like in the Warsaw Ghetto?
 What was life like before the war?
 Why didn't the Jews fight back?
 How did you meet your wife?
 Do you have children?

Hello
 How old are you?
 Where were you born?
 Hello Pinchas
 How are you?
 How did you survive?
 Do you have any regrets?
 Good morning
 How are you today?
 Thank you

Where do you live now?
 What happened to your family?
 Can you tell us about yourself?
 What's your name?
 Hi Pinchas
 Tell me a joke
 What's your favorite color?
 What is your name?
 Can you tell me a joke?