Extended DAMSL

Note: Labels that appear in *italics* are not part of standard DAMSL. Regular font indicates standard DAMSL hierarchy. All valid DA labels appear in *bold*. When more than one label apply, labels higher in the list take the precedence. There are other DAMSL categories that may be useful for this task, but we haven’t come across dialogs that need them.

- **Agreement**
  - *Accept* ("I'll take it.")
  - *Accept-part* ("I'll take only part of it.")
  - *Accept-choose* ("I'll go with the first option.")
  - *Maybe* ("I'll think about it.")
  - *Reject-part* ("I won't need this part.")
  - *Reject* ("I don't want it at all.")
  - *Hold* ("How much does it cost?", "When do I have to make a decision?")

- **Understanding**
  - *Signal-Non-Understanding* +
    - *Clarification-Request* ("I'm sorry. Was it the 9am or 10am flight?")
    + *Repeat-Request* ("I'm sorry. I didn't understand what you said.")
    + *Check* — similar to Clarification-Request, but it can be answered with 'yes' or 'no'. "The 6am flight?", "Are you sure?")
  - *Signal-Understanding* +
    - *Acknowledge* ("Ok.")
    - *Repeat-Rephrase* ("Ok. From Seattle to Boston...")
    - *Completion* ("Ok. From Seattle to Boston...", assuming only Boston was previously mentioned)
  - *Correct-Misspeaking* ("Right, to Washington D.C.", "No, 2345.")

- **Answer**
  - *Plain Answer* ("I have found two flights that match your requirements.", "Yes.", "Anytime before 10pm.")
  - *Negative Answer* ("There are no direct flights on United.", "No, the first flight is too early.", "No.")

- **Influencing Addressee Action**
  - *Open-option* +
    - *Approve* ("If you fly United, you can leave at 10am.", "The cheapest flight leaves Boston, at 8:30am. The other flight leaves at 9:25am.", "There are 2 non-stop flights and 6 flights with stops.")
    - *Disapprove* ("There is one Northwest flight, but it leaves at 5:30am.", "There is a 8am flight, but it shows full in coach.")
    - *Hint* ("You can ask for help at any time.", "You can also make hotel and car reservations with our system.")
  - *Directive* +
    - *Info-Request* ("What is your destination?", "What day do you want to leave?")
    - *Action-Directive* ("Book the earliest flight for me.", "I want to make a car reservation.")
    - *Directive-Request* ("Is that ok?", "Do you want to take that?", "Would you like me to summarize your trip?")

- **Committing Speaker Action**
  - *Offer* ("I can book a non-refundable ticket for you.", "I can hold this reservation for 24 hours.")
  - *Commit* ("OK. I'll hold United flight 999, leaving Boston...", "I've made no car reservations for this trip.")

- **Statement** — a claim about the world (used when labels above are not applicable)
  ("I have a United flight departing Pittsburgh at ...", "Your booking reference number is 12345.")

- **Dialog Management**
  - *Conventional Opening* ("Hello. Welcome to...")
  - *Conventional Closing* ("Thank you for calling. Good bye.")
  - *Floor Holding* ("Please, wait one moment.")
  - *Polite Marker* ("Thank you.", "Thanks for telling me.")

- **Additional Flags** (Can be used in conjunction with other labels)
  - *Reassert* - Used when the information is being restated.
    + "Your booking number is...", used for Statement, if user asks to repeat the number
    + also can be used in conjunction with Plain Answer when user responds to a clarification question, e.g. "The first one!";
    + or when the computer doesn't understand and the user has to repeat the question, e.g. "What are the non-stop flights?", Info-Request