



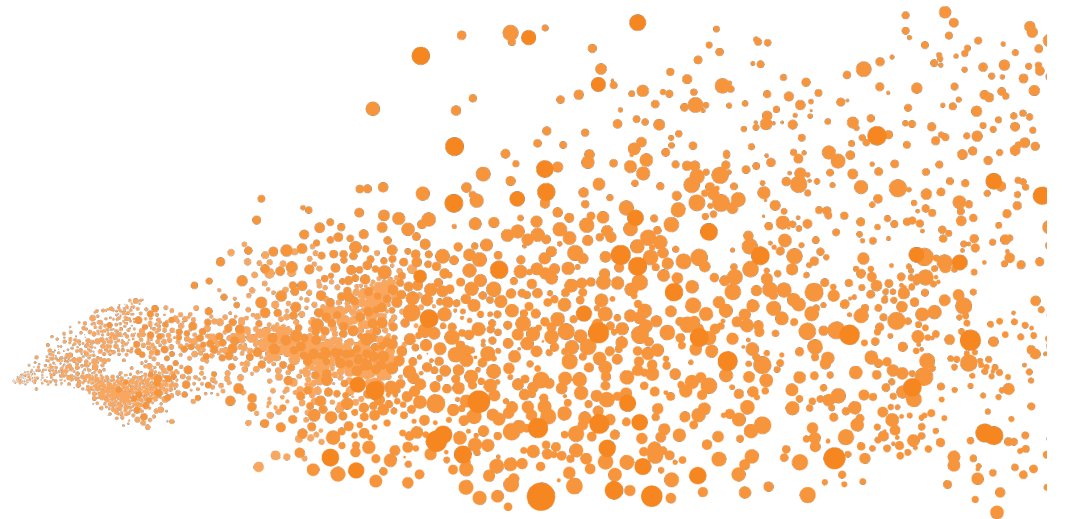
# WP12 Status and Outlook

## EU Review of Molto 2012

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*be informed*



# Context

- Be Informed offers **ontology** driven support throughout policy lifecycle
  - Business processes, products and decisions, registrations, interaction
  - Drafting, choosing, communicating, executing, evaluating
- **Multi lingual**, because
  - Customers are offering multi lingual services (for example: immigrations, Dutch government in the Caribbean)
  - Customers are sharing international models (for example: Europe, emission trading)
  - Be Informed is developing international business
- **Natural language**, because
  - New audiences for ontologies (domain experts, policy makers, citizens)
  - Models lead to specification, documentation, case documents and letters



# Status

- Developed a first verbalization engine in house
  - Pattern Sentences approach works, but will not scale easily across languages, and is sometimes not grammatically correct/fluent in more complex cases
  - Published at EKAW and CNL, interest from customers
- Joined Molto consortium on January 1 2012
- Kickoff in Goteborg
- Started requirements for verbalization component
  - Draft Outline shared with Partners
- Started a joint paper between Monnet and Molto people
  - GF and lemon integration in ontology lexicalization and verbalization
  - Static, consensus based Types with complex lexical consequences
    - Vs. Dynamic Instances with simple labels

# Areas of Requirements

- Ontology verbalization: sentence planning, grammar integration with ontology types and instances
- Variant generation
  - Dialog: ask, tell, explain
  - Logical: texts supporting validation and review
- HCI: integrating generated text in interactive applications
- Embed grammar development in our modeling method.
  - Including role descriptions/prerequisites that match Industry profiles
  - And task models: New grammars vs extending grammars vs translation
- Evaluation: Measuring quality/appreciation/impact in actual use?
  - Grammar Quality
  - Verbalization over other representations

# Areas of Requirements (2)

## Explain

A **Housing benefit application** case is only completed if

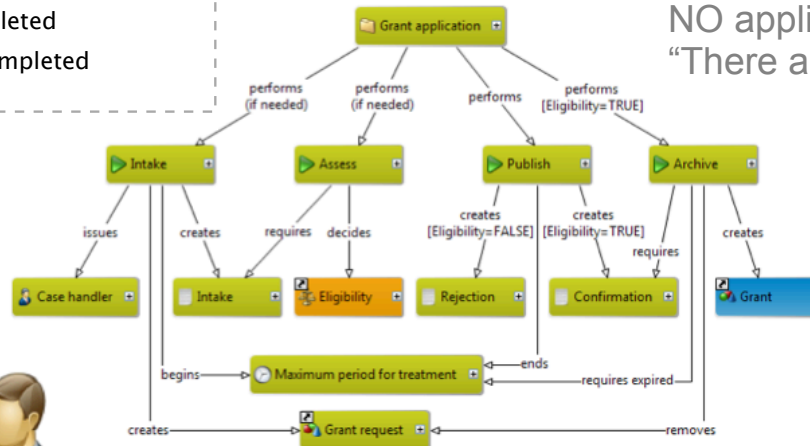
- \* the activity [Submit the application](#) is completed
- \* the activity [Accept the application](#) is completed
- \* the activity [Assess the application](#) is completed
- \* the activity [Publish the decision](#) is completed
- \* the activity [Archive the application](#) is completed

## Dialog Variants

- “All applicants must be over 25”
- “Are you over 25?”
- “You are not over 25.”
- “You must be over 25...”

## Logical Variants

- “All applicants must be over 25”
- NO applicant is younger than 25”
- “There are applicants younger than 25.”



### Case Housing benefit request

A **Housing benefit request** case is only completed if the activity [Submit the request](#) is completed, the activity [Accept the request](#) is completed, the activity [Assess the request](#) is completed, the activity [Publish the decision](#) is completed and the activity [Archive the request](#) is completed.

### Case Housing benefit request

A **Housing benefit request** case is only completed if the activities [Submit the request](#), [Accept the request](#), [Assess the request](#), [Publish the decision](#) and [Archive the request](#) are completed.



# *Customer Involvement*

- We seek active participation/consultation of our customers
- Earlier papers on verbalization were shared and presented on Be Informed Customer Event
- Initial interest is shown by large department
  - They investigate adopting current component
  - Discussed possibility to evaluate on site or share experiences in a publication
- Broad public sector representation is expected on public event in September during plenary of both Molto and Monnet in Utrecht
  - Much requested follow up on last years session, organized with Dutch immigrations and Monnet, also in Utrecht



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## *Next steps*

- Complete Requirements Analysis (=D12.1)
- Decide what is needed as contribution from UGot in WP12
- Choose which colleagues will do grammar development based on discussion on roles and method
  - Engineers and/or content professionals
  - Organize training
- Start GF integration by replacing current verbalization component (=M12.1)



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## Questions?

### More information?

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