



# Web based Multilingual Question Answering

Günter Neumann

LT-lab, DFKI &
Computational Linguistics Department,
Saarland University





## QA at DFKI's LT lab: Core projects



- •BMBF: 1.1.2003-31.12.2005
- Crosslingual open domain QA
- Information extraction based QA
- CLEF participation (2003-2008;
- Best results for DE-EN language pair)



- •EU: 1.10.2006-30.9.2009
- •Multilingual multimodal QA
- Service Oriented Architecture
- Recognizing Textual Entailment (RTE)
- •RTE based QA



•BMBF: 1.1.2006-31.12.2008

Machine Learning for QA

•Hybrid QA

•QA for speech transcripts

Answer validation

(best results at Clef)



•Saarland: 1.1.2008-30.9.2009

Controlled Semantic Based QA

Ontology based Information

Extraction

Answer Credibility Checking

We are now planning to embed our QA technology into larger context





## Outline of talk

- Machine Learning for Web based QA
- QA and Information Extraction
- QA and Crosslinguality
- A note on Future QA





#### Our interest:

- Developing ML-based strategies for complete end-to-end question answering for different type of questions
  - Exact answers
  - Open-domain
  - Multilingual

#### Our vision:

- Complex QA system existing of a community of collaborative (smaller) ML-based QA-agents
- QA as a basic functionality for larger systems, e.g., intelligent services, interactive Web, robots or androids





- QA at Trec and Clef evaluation forums have created reasonable amount of freely available corpora
  - Question-Answer pairs
  - Multilingual and different types of questions
  - Contextual information: sentences (mainly news articles)
- Enables
  - Training, evaluating ML algorithms and
  - Comparisons with other approaches.





- Our initial goals:
  - Extract exact answers for different types of questions only from web snippets
     P: When was Madonna born?

D: What is Ubuntu?

Use strong data-driven st

L: What movies did James Dean appear in?

- Our current results:
  - ML-based strategies for factoid, definition and list questions
  - Mainly unsupervised statistical-based methods
  - Language poor: Stop-word lists and simplistic patterns as main language specific resources
  - Promising performance on Trec/Clef data (~ 0.55 MRR)





#### Current SOA approaches:

- Large corpora of full text documents (fetching problem)
- Recognition of utterances by aligning surface patterns with sentences within full documents (selection problem)
- Exploitation of additional external concept resources such as encyclopedias, dictionaries (wrapping problem)
- Do not provide clusters of potential senses (disambiguation problem)

#### Our idea:

- Extract from Web Snippets only (avoid first three problems)
- Unsupervised sense disambiguation for clustering (handle fourth problem)
- Language independent, e.g., English, German, Spanish





# Why Snippets only?

- Avoid downloading of full documents
- Snippets are automatically "anchored" around questions terms → Q-A proximity
- Considering N-best snippets → redundancy via implicit multi-document approach
- Via IR query formulation, search engines can be biased to favor snippets from specialized data providers (e.g., Wikipedia) → no specialized wrappers needed





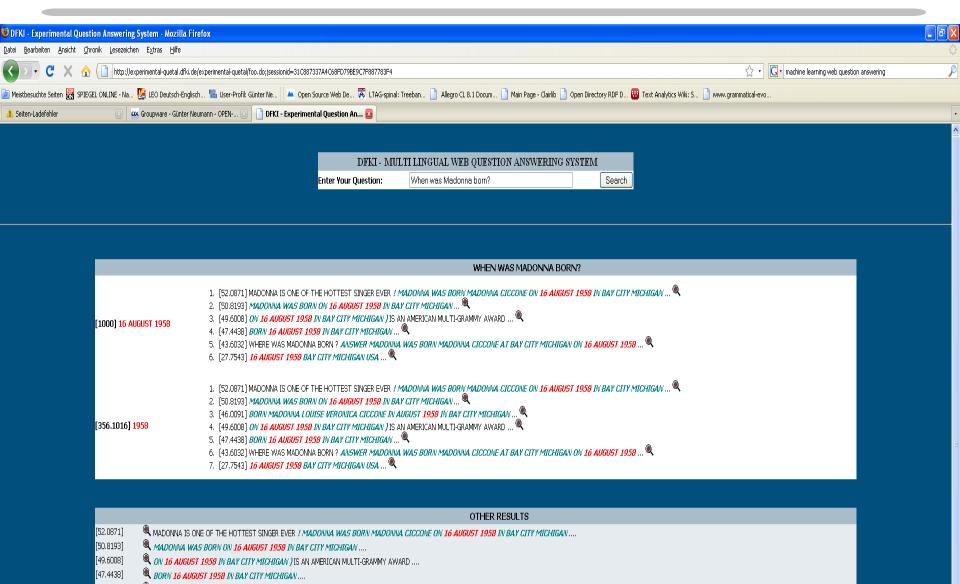
# Core components of our webQA approach

- Generic seed patterns
  - Automatic generation of web search queries
  - Automatic generation of answer extraction patterns
- Word-pair-distance statistics
  - Identification of statistical regularities for word sequences
  - Extraction of answer context for factoid questions
- Semantic kernels
  - Clustering for definition and list based questions





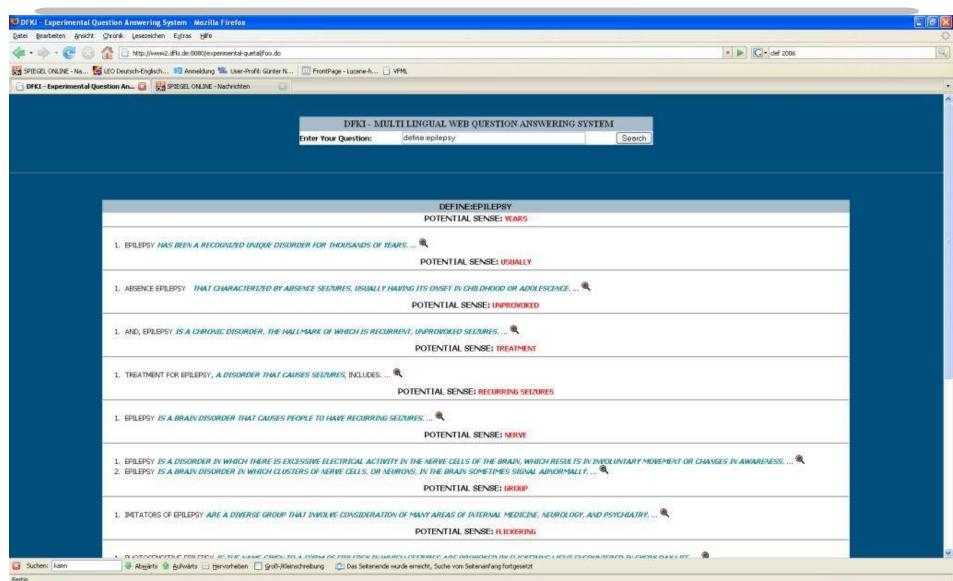
# Example output: When was Madonna born?







# Example Output: What is epilepsy?

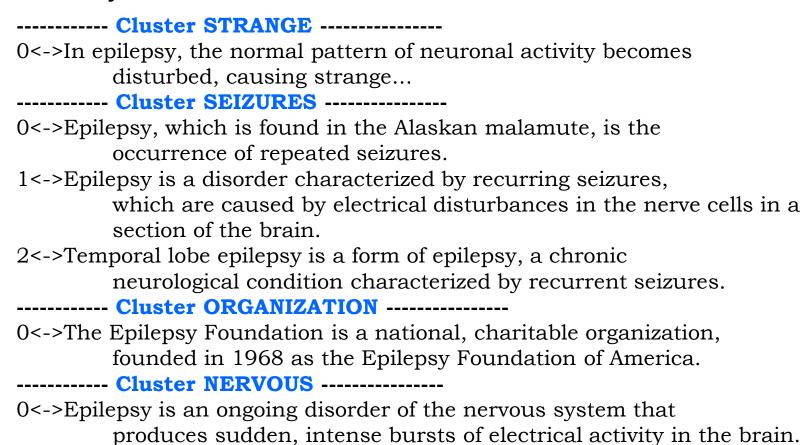






# Example Output: What is epilepsy?

Our system's answer in terms of clustered senses:







## EXample output: Novels written by John Updike?

- Answers: [In the Beauty, Lilies, National Book Award, Poorhouse, Poorhouse Fair, Rabbit, Rabbit Angstrom, Rabbit At Rest, Rabbit Is Rich, Rabbit Redux, Rabbit Run, Roger, Terrorist, The Centaur, The Coup, The Poorhouse Fair, The Witches of Eastwick, Villages, YOUR SHOES TOO BIG TO KICKBOX GOD]
- ###0###The SALON Interview: John Updike. #### THE SALON INTERVIEW: JOHN UPDIKE "As close as you can get to the stars". #### ... novel "In the Beauty of the Lilies" -- a vigorous and expansive book that tracks four generations in a single American family -- as well as a career that has spanned some 40 books, including 17 novels ... #### ####

###1##John Updike, Writer. #### John Updike 1932 - Novels. #### Updike, John, -- The Poorhouse Fair, 1959. -- Rabbit, Run, 1960. -- The Centaur, 1963. -- Of the Farm, 1965. -- Couples, 1968. -- Rabbit Redux, 1971. ####

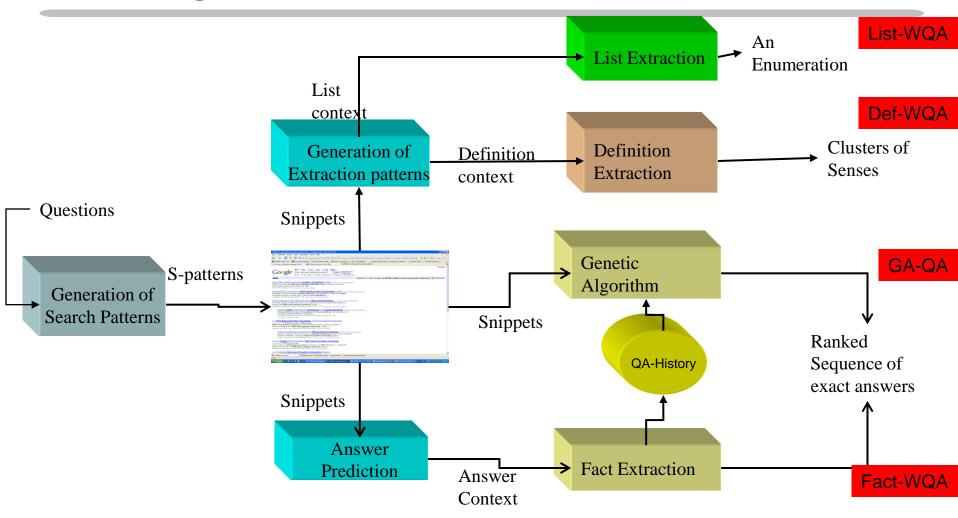
###2###PAL: John Updike (1932-). #### Comic Morality in The Centaur and the Rabbit Novels. #### NY: Peter Lang, 2005. #### Luscher, Robert M. John Updike: a study of the short fiction. #### NY: Twayne, 1993. ####

###3###John Updike - Wikipedia, the free encyclopedia. #### is well known for his careful craftsmanship and prolific writing, having published 22 novels. #### The book's title is "####

###4###CRITICAL MASS: Reviewing 101: John Updike's rules. #### ago, in the introduction to "Picked Up Pieces," his second collection of assorted prose, John Updike. #### Was there a particular reason for this to be written using only male examples, or are we being old. ####

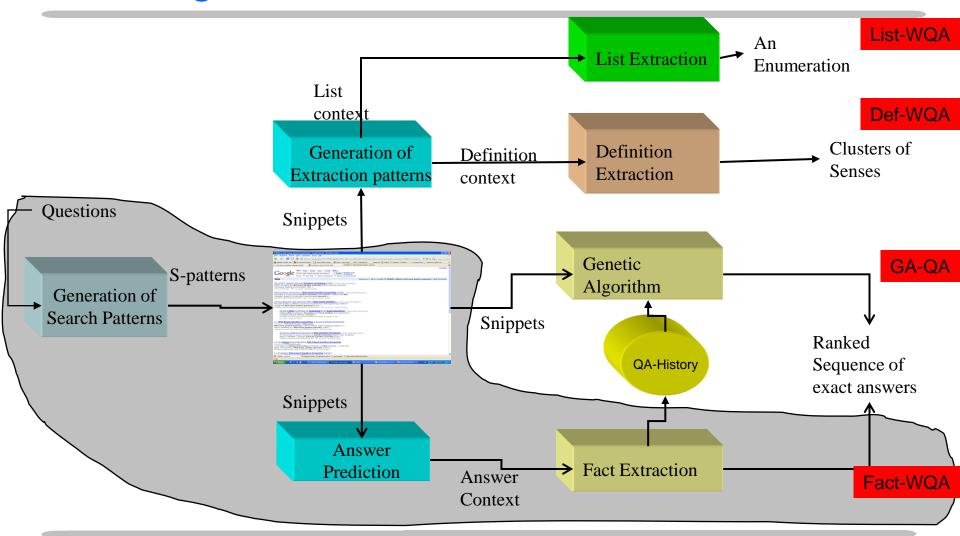


# Multilingual Web based QA: Overview





## Multilingual Web based QA: Overview







# Fact-WQA - Technology

http://amasci.com/tesla/tradio.txt TESLA INVENTED RADIO? ... He invented modern radio, but made such serious business mistakes that the recognition (to say ...

- Consult only snippets
  - Submit NL question string (no query refinement, expansion, reformulation, ...)
- Goal
  - Identify smallest possible phrases from snippets that contain exact answers (AP phrases)
     The prime minister Tony Blair said that
  - Do not make use of any smoothing technology or pre-specified window sizes or length of phrases
- Answer extraction
  - Use only very trivial patterns for extracting exact answers from AP phrases
  - Only Wh-keywords, distinguish type of tokens, punctuation symbols for sentence splitting

The prime minister Tony Blair said that

Who  $\rightarrow$  Person; When  $\rightarrow$  Time





## Factoid-WQA – Technical Detals

Snippet-Document:

$$D = \{ \langle \omega_i, \omega_j, \varepsilon, freq(\omega_i, \omega_j, \varepsilon) \rangle \}$$

radio \* \* \* Tesla; 3 Tesla \* \* radio; 6 Tesla \* \* \* \* radio; 1 QA-specific ranking of sentences

adio \* \* \* Tesla; 3 fesla \* \* radio; 6 fesla \* \* \* radio; 1 
$$M_{ij}(S_s) = \begin{cases} freq(\omega_i, \omega_j, \varepsilon) & \text{if } i < j \\ freq(\omega_j, \omega_i, \varepsilon) & \text{if } j > i \\ 0 & \text{otherwise} \end{cases}$$

"The president of France went on Holidays yesterday"

> "The president of France \* on Holidays \*" "The president of France", "on Holidays"

$$rank(Ss) = \lambda_{max}(M(S_s))$$

- Define: Sequences of pairs of words which occur with a high frequency in M (i.e., in a sentence) are chains of related words (AP phrases)
- Words with no strong relation with any other word in S<sub>s</sub> are replaced with \* → defines cutting points for sentences



Difference wrt. a ranking based on *n-grams* (e.g., AskMSR)

- •We do not have any dependency on lengths
- •We do not need to estimate back-off probabilities
- Long sentences will tend to have a lower rank than small sentences

Snippet-Docur

$$D = \{ \langle \omega_i, \omega_j, \varepsilon, freq(\omega_i, \omega_j, \varepsilon) \rangle \}$$

$$M_{ij}(S_s) = \begin{cases} fr & j, \varepsilon \text{ if } i < j \\ fre & j, \omega_i, \varepsilon \text{ if } j > i \\ 0 & otherwise \end{cases}$$

"The president of France went on Holidays yesterday"

> "The president of France \* on Holidays \*"

> "The president of France", "on Holidays"

$$rank(Ss) = \lambda_{max}(M(S_s))$$

- Define: Sequences of pairs of words which occur with a high frequency in M (i.e., in a sentence) are
  - chains of related words (AP phrases)
- Words with no strong relation with any other word in S<sub>s</sub> are replaced with \* → defines cutting points for sentences





## Factoid-WQA – Experiments

- Pattern-based Answer extraction
  - Simplistic extraction patterns
  - Open-domain fact questions (889 from Clef 2004)
  - Answers from Web (DE,EN,ES,P)
  - 0.52 MRR
- Two types of answers:
  - Exact Answer:
    - Exact matching with the answer provided by CLEF.
  - Inexact Answer:
    - Are not exact answers, but they are very close answers:
      - WHERE: not only city name, country name is also correct.
      - WHO: variants like "G. Bush", "George W. Bush".
      - **WHEN**: "6 1945","1945".

CA	Total	MRR	NAG(%)	WAG(%)	NAF(%)	1(%)	2(%)	3(%)
WHEN	218	0.60	25.11	10.96	21.46	35.16	5.02	1.8
WHERE	232	0.57	10.77	24.14	20.68	30.60	9.91	3.87
WHO	439	0.38	11.39	27.56	32.57	18.90	6.83	2.73

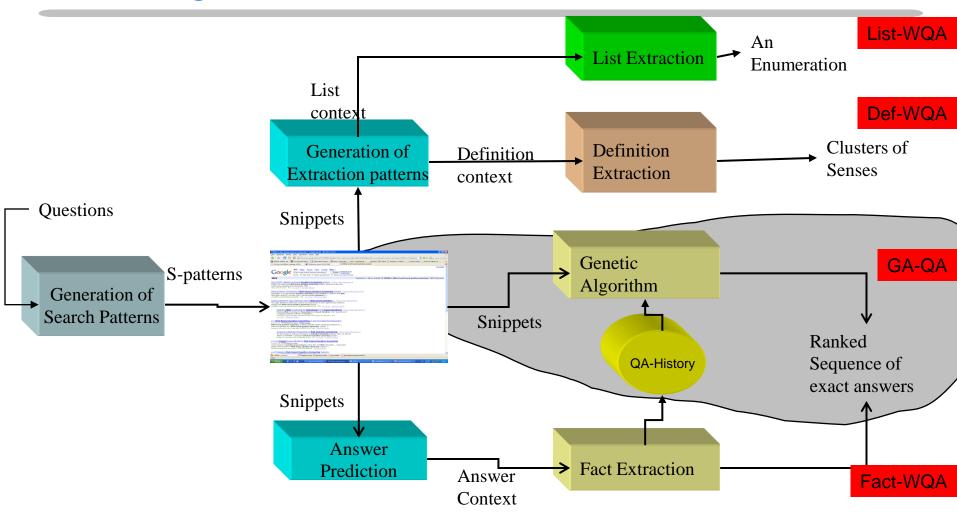
Lita&Carbonell:2004:

MRR=0.447

for 296 English temporal questions for exact answer matching in TREC data



# Multilingual Web based QA: Overview





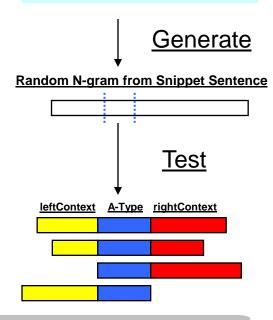


# GA-QA - Technology

#### Goal:

- Manually encoding of patterns for answer extraction is at least difficult, because snippets do have "unpredictive structure"
- Compute answer candidates AC via random search
- Validate/adapt AC on basis of past results computed by Factoid-WQA (QA-store)
- Answer extraction
  - QA-history oriented alignment of context of answer candidates AC
  - Word-pair-distance statistics for A-type compatible elements from QA-store (left/right model)
- Genetic algorithm for:
  - Identification of AC
  - Stretching/shrinking of context and AC
  - Specific operations for crossover and mutation
- Figueroa & Neumann, Evolutionary Computing Journal, 2008

http://amasci.com/tesla/tradio.txt TESLA INVENTED RADIO? ... He invented modern radio, but made such serious business mistakes that the recognition (to say ...







## GA-QA – Experiments

## GA-based Answer extraction (GAQA)

- Relation-open questions (Clef)
- Relation-closed questions
  - E.g., X invented Y
- Baseline
  - Most frequent subsequences
  - TFIDF statistics

#### Performance of GA-QA relative to a baseline

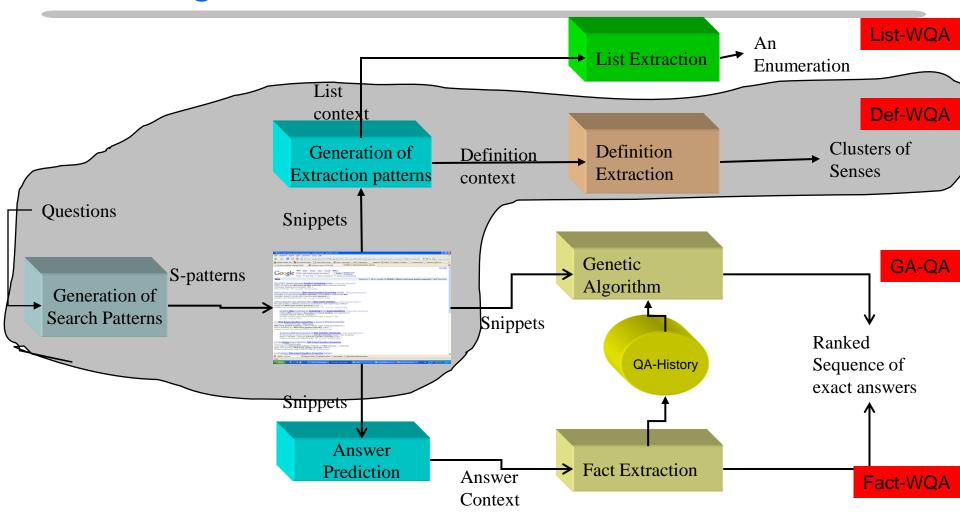
Strategy	MRR	Total	1	2	3	4	5	AA
Baseline	0.376	403	137	92	78	42	41	13
GAQA	0.497	401	242	78	38	31	12	14

#### MRR for individual corpora

Corpus	# Quest.	NAS	Baselin e	GAQ A
CLEF-2004	75	24	0.309	0.387
Inventions	185	28	0.421	0.502
Presidents	89	1	0.524	0.571
Pr. Ministers	76	5	0.473	0.706
Composers	100	23	0.315	0.500
Locations	43	1	0.568	0.638
Dates	145	7	0.173	0.365



# Multilingual Web based QA: Overview







## ML for Definition Questions – Def-WQA

- Questions such as:
  - What is a prism?
  - Who is Ben Hur?
  - What is the BMZ?
- Answering consists in collecting as much descriptive information as possible (nuggets):
  - The distinction of relevant information
  - Multiple sources
  - Redundancy

- Def-WQA extracts descriptive sentences only from web snippets:
  - Avoid processing and downloading a wealth of documents.
  - Avoid specialized wrappers (for dictionaries and encyclopedias)
  - Extend the coverage by boosting the number of sources through simple surface patterns (also here: KB poor approach)
  - Due to the massive redundancy of web, chances of discriminating a paraphrase increase markedly.

Note: Our goal is on open domain question answering, i.e., no restrictions on the topic.





## Surface patterns for definition candidates

- Some surface patterns
  - 1. X (is|are|was|were) (a|the|an) Y.
    - "Noam Chomsky is a writer and a critic..."
  - 2. X, or  $Y \leftrightarrow Y$ , or X.
    - "Myopia, or nearsightedness, can be .."
  - 3.  $X(Y) \leftrightarrow X(Y)$ .
    - "United Nations (UN)"
  - 4. X (become|became|becomes) Y.
    - ".... Althea Gibson became the first African American ...
- We have manually defined a total of 8 patterns\*

- For example, "What is the DFKI?", then surface patterns:
  - "DFKI is a" OR "DFKI is an" OR "DFKI is the" OR "DFKI are a"...
  - "DFKI, or ".
  - "(DFKI)"
  - "DFKI becomes" OR "DFKI become" OR "DFKI became"
- Some fetched sentences:
  - "<u>DFKI</u> is the German Research Center for Artificial Intelligence".
  - "The **DFKI** is a young and dynamic research consortium"
  - "Our partner **DFKI** is an example of excellence in this field."
  - "the **DFKI**, **or** Deutsches Forschungszentrum für Künstliche …"
  - "German Research Center for Artificial Intelligence (<u>DFKI GmbH</u>)"

<sup>\*</sup>cf. also Hildebrandt et al:2004, Miliaraki et al:2004





## Selecting and Clustering Definition Candidates

- Relaxed string matching for identifying possible paraphrases/ mentionings of target in snippets
- Jaccard measure (cf. W. Cohen, 2003)
  - computes the ratio of common different words to all different words
  - J("The **DFKI"**,"**DFKI"**) = 0.5
  - J("<u>Our partner **DFKI**"</u>,"**DFKI**") = 0.333
  - J("**DFKI** GmbH","**DFKI**") = 0.5
  - J("<u>His main field of work at DFKI"</u>,"DFKI") = 0.1428
- Avoids the need for additional specific syntax oriented patterns or chunk parsers

- LSA-based clustering into potential senses
  - Determine semantically similar words/substrings
  - Define different clusters/potential senses on basis of non-membership in sentences
- Ex: What is Question Answering?
  - SEARCHING: Question Answering is a computer-based activity that involves searching large quantities of text and understanding both questions and textual passages to the degree necessary to. ...
  - INFORMATION: Question-answering is the well-known application that goes one step further than document retrieval and provides the specific information asked for in a natural language question. ...

- ...





## **Def-WQA: Results**

Corpus	# Questions	# Answered Def-WQA/Baseline	# nuggets Def-WQA/Baseline
TREC 2003	50	50/38	14.14/7.7
CLEF 2006	152	136/102	13.13/5.43
CLEF 2005	185	173/160	13.86/11.08
TREC 2001	133	133/81	18.98/7.35
CLEF 2004	86	78/67	13.91/5.47

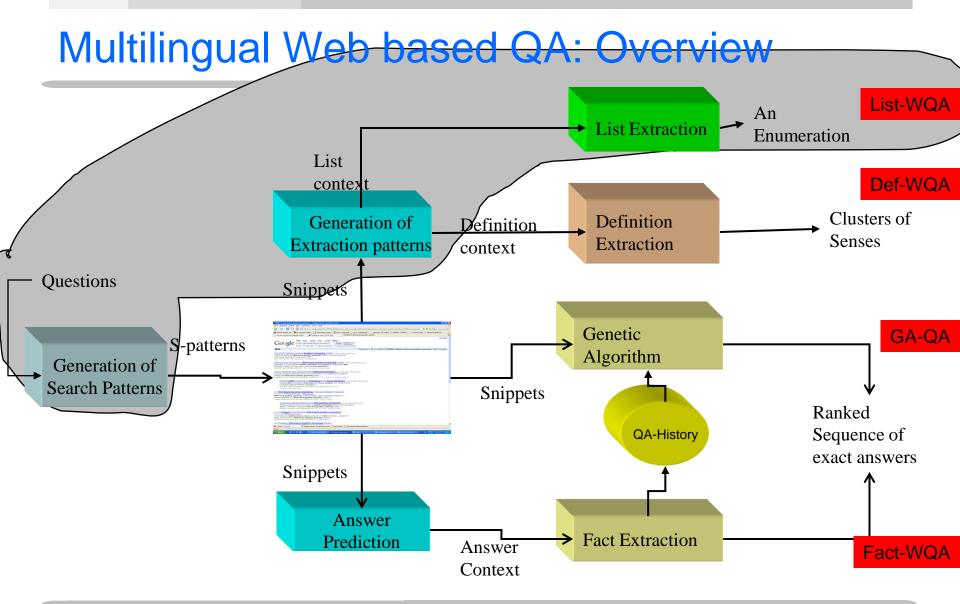
Corpus	F-score (β=5)
Trec 2003	0.52

Trec 2003 best systems (on newspaper articles): 0.5 - 0.56

#### **Notes:**

- we prefer sentences instead of nuggets (readability)
- we need no predefined window size for nuggets (~ 125 characters)
- Still open: Merging of clusters (external knowledge sources needed !?)









## **Problem Formulation**

- List:
  - "What are 9 works written by Judith Wright?"
    - The Moving Image, Woman to Man, The Gateway, The Two Fires, Birds, The Other Half, City Sunrise, The Flame three and Shadow.
  - "What are works written by Judith Wright?"
  - "List states in Australia".
    - New South Wales, Queensland, South Australia, Tasmania, Victoria and Western Australia.
  - "Wiggle's songs".
- Works, states and songs are called foci.
  - Not necessarily only plural nouns (NNS).
  - The most descriptive NP of the expected answer type: "breeds of dog", "types of clams".
- Note:
  - Our aim is an open-domain Question Answering System.





## Related Work

- Currently, research:
  - It is aimed at the AQUAINT corpus.
    - Makes use of Wikipedia, answers.com, etc.
    - Full documents selected by clustering web snippets.
    - Discovered answer candidates are filtered out by projecting them into the AQUAINT corpus afterwards.
- Some important findings:
  - Answers are conveyed in lists or tables within full documents.
  - List of answers are likely to be in web-pages which contain a noun phrase of the query in the title:
    - Australia Wikipedia, the free encyclopedia
    - Australia World Photo Tour
    - Australia





## Related Work

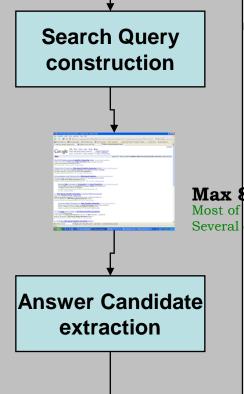
- Often, answers are expressed by means of lexicosyntactic patterns:
  - Judith Wright was the author of several most illuminating collections of poetry, including The Moving Image, Woman to Man, The Gateway, The Two Fires, Birds, The Other Half, and Shadow.
- Large span of text between query terms and these patterns.
- These patterns are a bridge that links this task to the automatic acquisition of hyponyms-hypernym.
- Semantically close related foci: poetry and works.





## List-WQA - Overview

"What are 9 works written by Judith Wright?"



Qfocus  $\rightarrow$  inbody NPs  $\rightarrow$  intitle Apply 4 patterns Qi

Q1: (intitle: "Judith Wright") AND (inbody: "works" OR inbody: "written")

Max 80 snippets:

Most of Wright's poetry was **written** in the mountains of southern Queensland. ... Several of her early **works such as** 'Bullocky' and 'Woman to Man' became standard ...

**Apply 8 patterns**  $\pi i$  (hyponym, possessive, copula, quoting, etc.)

π4: **entity** is \w+ **qfocus** \w\*

<u>Chubby Hubby</u> is .... Ben and Jerry's **ice cream** brand.

Use Semantic kernel & Google N-grams

The Moving Image, Woman to Man, The Gateway, The Two Fires, Birds, The Other Half, City Sunrise, The Flame three and Shadow.

**Answer Candidate** 

selection





## List-WQA: Results

#### Answer Selection:

- Two values
  - All questions
  - Only questions where at least one answer was found in the fetched snippets.
- Duplicate answers have also an impact on the performance. For instance:
  - "Maybelline" (also found as "Maybellene" and "Maybeline").
  - John Updike's novel "The Poorhouse Fair" was also found as "Poorhouse Fair".

	_				
Systems\Trec	2001	2002	2003	2004	
ListWebQA(F <sub>1</sub> )	0.35/0.4 6	0.34/0.37	0.22/0.2 8	0.30/0.40	
ListWebQA(Acc )	0.5/0.65	0.58/0.63	0.43/0.5 5	0.47/0.58	
Top one(Acc.)	0.76	0.65	-	-	
Top two(Acc.)	0.45	0.15	-	-	
Top three(Acc.)	0.34	0.11	-	-	
Top one(F <sub>1</sub> )	-	-	0.396	0.622	
Top two(F <sub>1</sub> )	-	-	0.319	0.486	
Top three(F <sub>1</sub> )	-	-	0.134	0.258	
Yang & Chua 04 (F₁)	-	-	.464 ~.469	-	

#### We conclude:

Encouraging results, competes well with 2nd best; Still creates too much noise;





## Summing up: Machine Learning based Web-QA

- Achievements
  - End-to-end ML QA learners for specific question types
  - Open-domain
  - Multilingual
- Next goals:
  - QA based Interactive information extraction
  - Crossing language barrier





#### Outlook: Web QA and Information Extraction

#### WebQA:

- Combining generic lexico-syntactic patterns with unsupervised answer extraction from Snippets only
- Language independent and multilingual
- Our approach has a close relationship to the new approach of unsupervised IE, e.g., Etzioni et al., Weikum et al., Rosenfeld & Feldman

#### Information extraction

- WebQA as a generic tool for web-based bottom-up knowledge extraction and ontology population
- Ontology-based clustering for unsupervised information extraction
  - Use ontology for automatic generating QA requests -> ontologydriven active QA
  - Use web QA for populating and extending ontology
- Interactive dynamic information extraction, cf. Eichler et al. 2008





# Outlook: Crosslingual Question Answering

## Challenges

- Find answers in documents written in language x for question of language Y
- Merge answer candidates extracted from documents of different languages

## Our approach

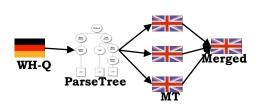
- Use Online Machine Translation services as core translation component
- Combine it with QA specific components
- Currently, focus is on question side

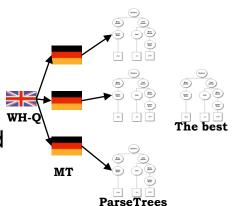




# Crosslingual strategies

- After Method: DE-EN
  - Translation of NL question after parsing (on source language)
  - Only newspaper corpus in Clef 2004/2005 (23.5%/25.5% we achieved best results)
  - + Wikipedia Clef 2007/2008 (14.00% (2nd)
- Before Method: EN-DE
  - Translation of NL question before parsing (on target language)
  - Only newspaper corpus in Clef 2006 (32.8% (we achieved 1st))
  - + Wikipedia in Clef2007/Clef 2008 (18,5%/14.5% (we achieved 1st)
- Next plans:
  - Adapt and integrate with web QA





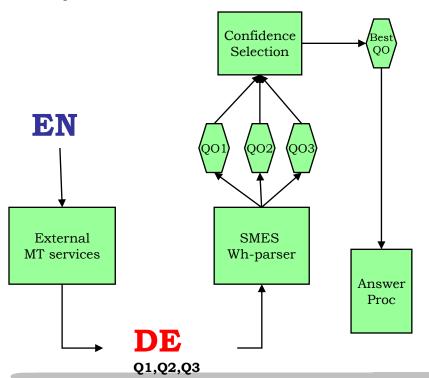




#### Cross-lingual QA strategies

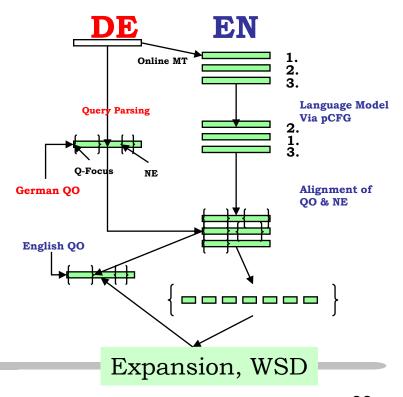
#### **Before Method EN-DE**

- Question translation
- Translations processing -> QObjects
- QObject selection



#### **After Method DE-EN**

- Question processing -> QObject
- Question translation + alignment
- QObject alignment

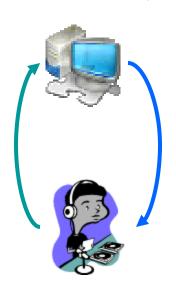






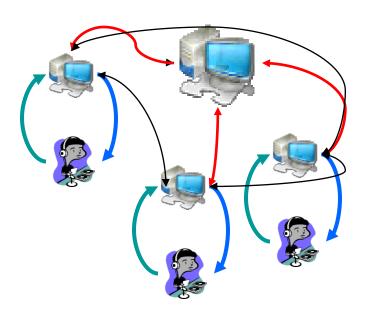
#### The final slide: Future QA

#### Interactive QA



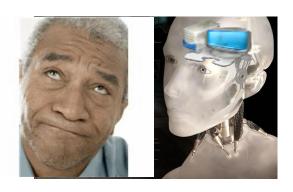
- Discourse modeling
- Restricted dialog
- •High-speed QA

#### Collaborative QA



- Shared QA-store
- Personal QA-store
- QA server
- QA clients
- •QA grid

#### Proactive QA



- •Embedded QA
- Situation-aware
- Multi-sensoric QA
  - Self-initiative QA
    - •From passive

perspective to active perspective of HCI





#### Relevant references

Alejandro Figueroa, Günter Neumann, and John Atkinson

Searching for Definitional Answers on the Web using Surface Patterns

IEEE Computer volume 42 number 4, Pages 68-76, IEEE, 4/2009

#### Alejandro Figueroa and Günter Neumann

Genetic Algorithms for data-driven Web Question Answering. (Draft version) Evolutionary Computation, Spring 2008, Vol. 16, No. 1: 127–147.

Kathrin Eichler, Holmer Hemsen, Markus Löckelt, **Günter Neumann**, and Norbert Reithinger Interactive Dynamic Information Extraction

In Proceedings of KI'2008, Kaiserslautern, Sept. 2008.

#### Günter Neumann

Strategien zur Webbasierten Multilingualen Fragebeantwortung - Wie Suchmaschinen zu Antwortmaschinen werden.

In Journal "Computer Science - Research and Development", Volume 22, Number 2 / Februar 2008, pages 71-84.

#### Günter Neumann and Bogdan Sacaleanu

Experiments on Cross-Linguality and Question-type driven Strategy Selection for Open-Domain Question Answering.

Peters et al. (Eds.): CLEF 2005, LNCS 4022, Springer-Verlag Berlin Heidelberg, pp. 429–438, 2006.