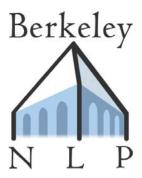
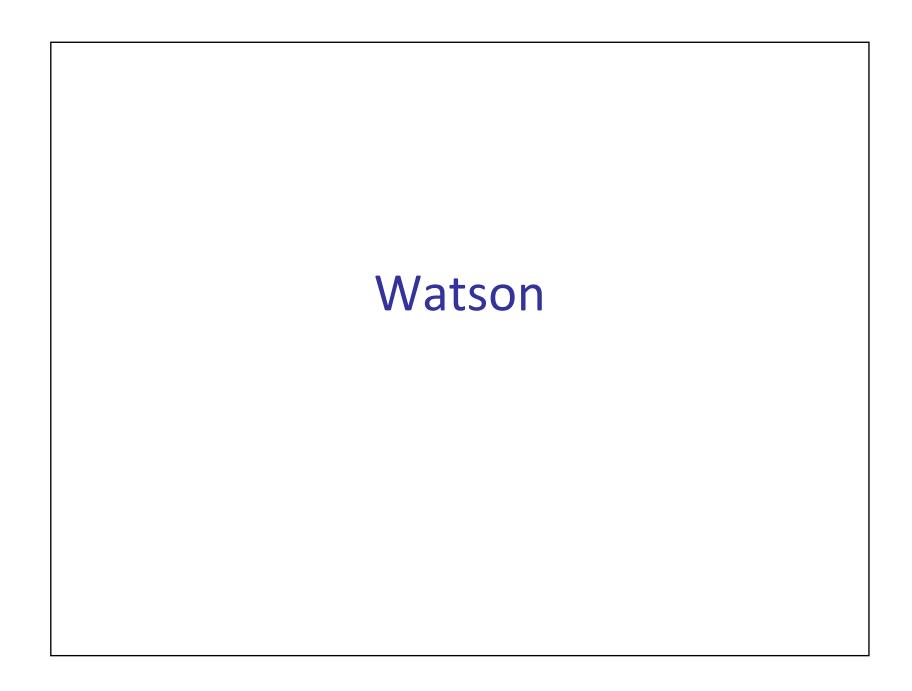
Natural Language Processing



Question Answering

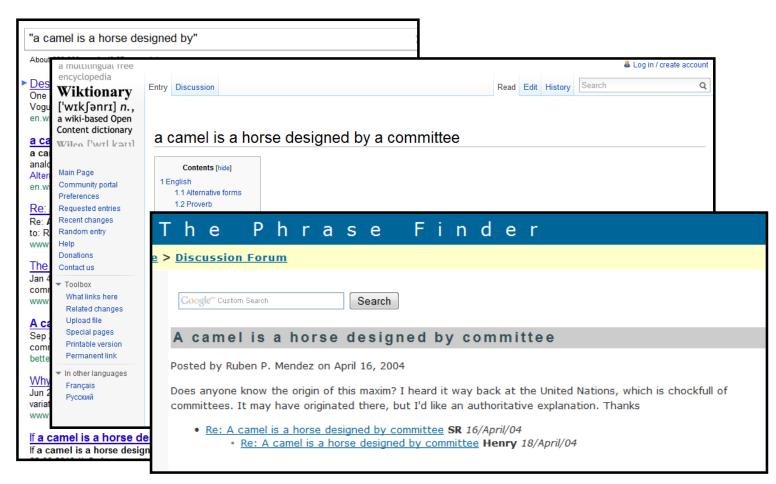
Dan Klein – UC Berkeley

The following slides are largely from Chris Manning, includeing many slides originally from Sanda Harabagiu, ISI, and Nicholas Kushmerick.





Large-Scale NLP: Watson







People want to ask questions?

Examples of search queries

who invented surf music?

how to make stink bombs

where are the snowdens of yesteryear?

which english translation of the bible is used in official catholic

liturgies?

how to do clayart

how to copy psx

how tall is the sears tower?

how can i find someone in texas

where can i find information on puritan religion?

what are the 7 wonders of the world

how can i eliminate stress

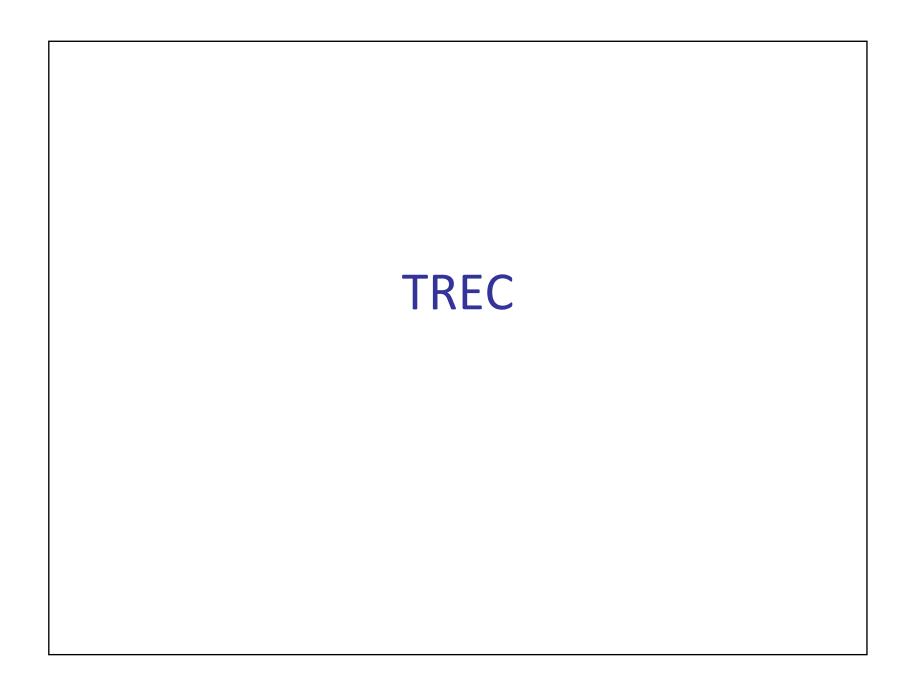
What vacuum cleaner does Consumers Guide recommend

Around 10–15% of query logs



A Brief (Academic) History

- Question answering is not a new research area
- Question answering systems can be found in many areas of NLP research, including:
 - Natural language database systems
 - A lot of early NLP work on these
 - Spoken dialog systems
 - Currently very active and commercially relevant
- The focus on open-domain QA is (relatively) new
 - MURAX (Kupiec 1993): Encyclopedia answers
 - Hirschman: Reading comprehension tests
 - TREC QA competition: 1999—





Question Answering at TREC

 Question answering competition at TREC consists of answering a set of 500 fact-based questions, e.g.,

"When was Mozart born?".

- For the first three years systems were allowed to return 5 ranked answer snippets (50/250 bytes) to each question.
 - IR think
 - Mean Reciprocal Rank (MRR) scoring:
 - 1, 0.5, 0.33, 0.25, 0.2, 0 for 1, 2, 3, 4, 5, 6+ doc
 - Mainly Named Entity answers (person, place, date, ...)
- From 2002+ the systems are only allowed to return a single exact answer and a notion of confidence has been introduced.



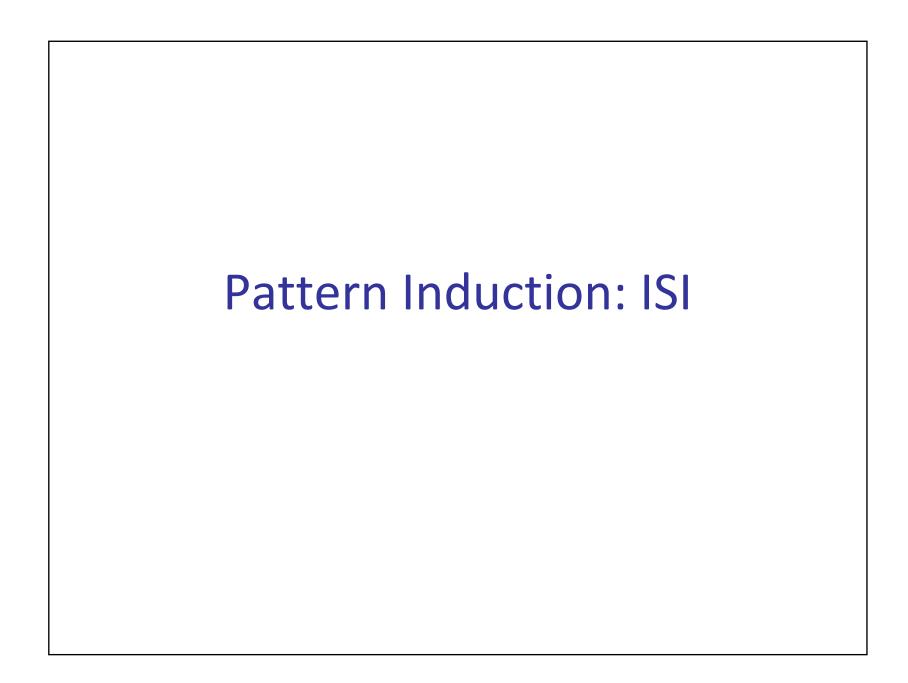
Sample TREC questions

- 1. Who is the author of the book, "The Iron Lady: A Biography of Margaret Thatcher"?
- 2. What was the monetary value of the Nobel Peace Prize in 1989?
- 3. What does the Peugeot company manufacture?
- 4. How much did Mercury spend on advertising in 1993?
- 5. What is the name of the managing director of Apricot Computer?
- 6. Why did David Koresh ask the FBI for a word processor?
- 7. What debts did Qintex group leave?
- 8. What is the name of the rare neurological disease with symptoms such as: involuntary movements (tics), swearing, and incoherent vocalizations (grunts, shouts, etc.)?



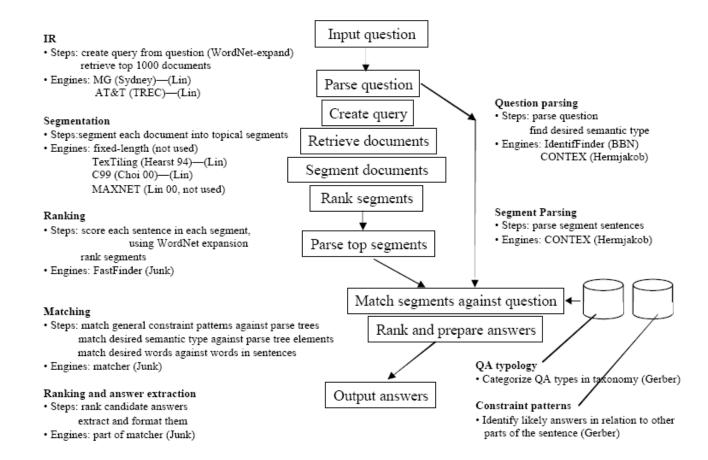
Top Performing Systems

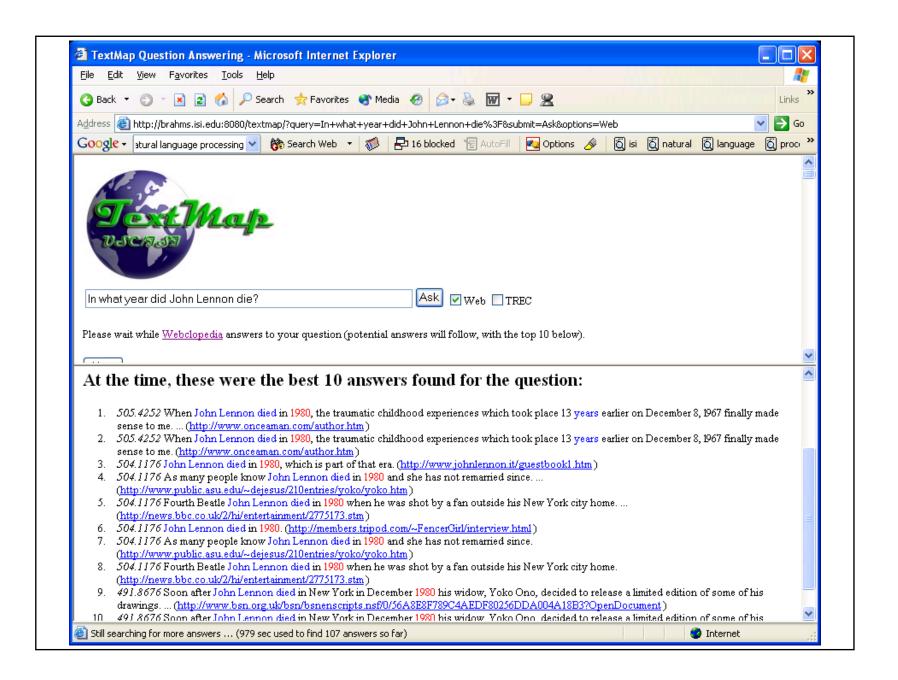
- Currently the best performing systems at TREC can answer approximately 70% of the questions
- Approaches and successes have varied a fair deal
 - Knowledge-rich approaches, using a vast array of NLP techniques stole the show in 2000, 2001, still do well
 - Notably Harabagiu, Moldovan et al. SMU/UTD/LCC
 - AskMSR system stressed how much could be achieved by very simple methods with enough text (and now various copycats)
 - Middle ground is to use large collection of surface matching patterns (ISI)
 - Emerging standard: analysis, soft-matching, abduction



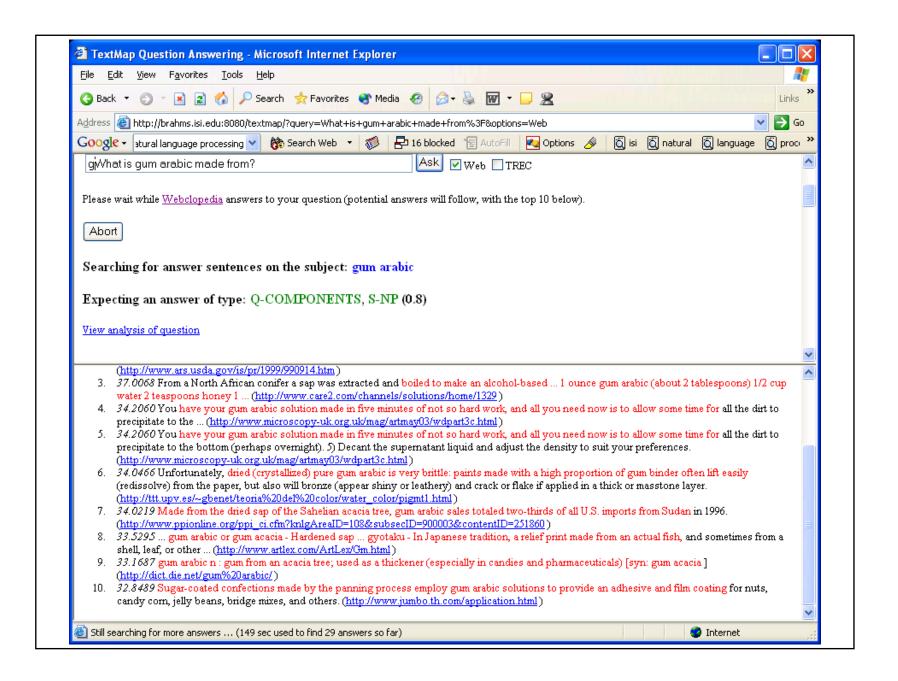


Webclopedia Architecture











Ravichandran and Hovy 2002 Learning Surface Patterns

- Use of Characteristic Phrases
- "When was <person> born"
 - Typical answers
 - "Mozart was born in 1756."
 - "Gandhi (1869-1948)..."
 - Suggests phrases like
 - "<NAME> was born in <BIRTHDATE>"
 - "<NAME> (<BIRTHDATE>-"
 - Regular expressions



Use Pattern Learning

- Example: Start with "Mozart 1756"
 - Results:
 - "The great composer Mozart (1756-1791) achieved fame at a young age"
 - "Mozart (1756-1791) was a genius"
 - "The whole world would always be indebted to the great music of Mozart (1756-1791)"
 - Longest matching substring for all 3 sentences is "Mozart (1756-1791)"
 - Suffix tree would extract "Mozart (1756-1791)" as an output, with score of 3
- Reminiscent of IE pattern learning



Pattern Learning (cont.)

- Repeat with different examples of same question type
 - "Gandhi 1869", "Newton 1642", etc.
- Some patterns learned for BIRTHDATE
 - a. born in <ANSWER>, <NAME>
 - b. <NAME> was born on <ANSWER> ,
 - c. <NAME> (<ANSWER> -
 - d. <NAME> (<ANSWER>)



Pattern Precision

BIRTHDATE table:

```
■ 1.0 <NAME> ( <ANSWER> - )
```

- 0.85 <NAME> was born on <ANSWER>,
- 0.6 <NAME> was born in <ANSWER>
- 0.59 <NAME> was born <ANSWER>
- 0.53 <ANSWER> <NAME> was born
- 0.50 <NAME> (<ANSWER>
- 0.36 <NAME> (<ANSWER> -

INVENTOR

- 1.0 <ANSWER> invents <NAME>
- 1.0 the <NAME> was invented by <ANSWER>
- 1.0 <ANSWER> invented the <NAME> in



Pattern Precision

WHY-FAMOUS

- 1.0 <ANSWER> <NAME> called
- 1.0 laureate <ANSWER> <NAME>
- 0.71 <NAME> is the <ANSWER> of

LOCATION

- 1.0 <ANSWER>'s <NAME>
- 1.0 regional : <ANSWER> : <NAME>
- 0.92 near <NAME> in <ANSWER>
- Depending on question type, get high MRR (0.6–0.9), with higher results from use of Web than TREC QA collection



Shortcomings & Extensions

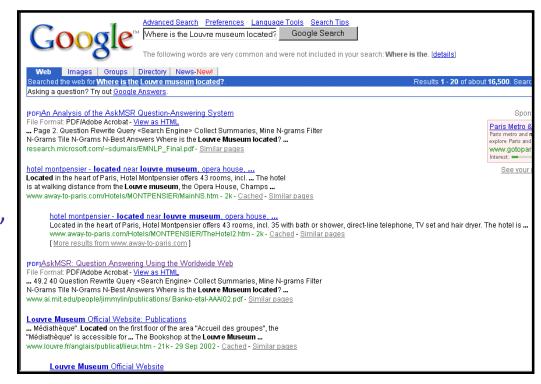
- Need for POS &/or semantic types
 - "Where are the Rocky Mountains?"
 - "Denver's new airport, topped with white fiberglass cones in imitation of the Rocky Mountains in the background, continues to lie empty"
 - <NAME> in <ANSWER>
- Long distance dependencies
 - "Where is London?"
 - "London, which has one of the busiest airports in the world, lies on the banks of the river Thames"
 - would require pattern like:<QUESTION>, (<any word>)*, lies on <ANSWER>
 - But: abundance of Web data compensates





AskMSR

- Web Question Answering: Is More Always Better?
 - Dumais, Banko, Brill, Lin, Ng (Microsoft, MIT, Berkeley)
- Q: "Where is the Louvre located?"
- Want "Paris"
 or "France"
 or "75058
 Paris Cedex 01"
 or a map
- Don't just want URLs





AskMSR: Shallow approach

- In what year did Abraham Lincoln die?
- Ignore hard documents and find easy ones

Abraham Lincoln, 1809-1865

*LINCOLN, ABRAHAM was born near Hodgenville, Kentucky, on February 12, 1809. In 1816, the Lincoln family m Pigeon Creek in Perry (now Spencer) County. Two years later, Abraham Lincoln's mother died and his father married a woman his "angel" mother. Lincoln attended a formal school for only a few months but acquired knowledge through the reading of book Illinois, in 1830 where he obtained a job as a store clerk and the local postmaster. He served without distinction in the Black Ha lost his attempt at the state legislature, but two years later he tried again, was successful, an

Sixteenth President

Married to Mary Todd Lincoln

1861-1865

Lincoln was admitted to the bar and became noteworthy as a witty, honest, competent circ year term in the U.S. House in 1846, at which time he opposed the war with Mexico. By 1

onal attention for his series of debates with Stephen A. Do lost the election he became a significant figure in his party. of his inauguration on March 4, seven southern states had ate artillery. Lincoln called for 75,000 volunteers (approxi nary Emancipation Proclamation which expanded the purp the dedication of a national cemetery in Gettysburg, Linc

War emin General nce at F

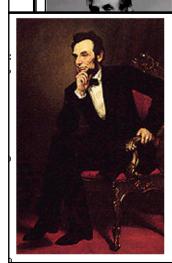
seceded, for a total of 11. Lincoln immediatley took actidership would eventually be the central difference in maint

Abraham Lincoln

16th President of the United States (March 4, 1861 to April 15, 1865) Born: February 12, 1809, in Hardin County, Kentucky Died: April 15, 1865, at Petersen's Boarding House in Washington, D.C.

"I was born February 12, 1809, in Hardin County, Kentucky, My parents were both born in Virginia, of undistinguished families, perhaps I should say. My mother, who died in my tenth year, was of a family of the name of

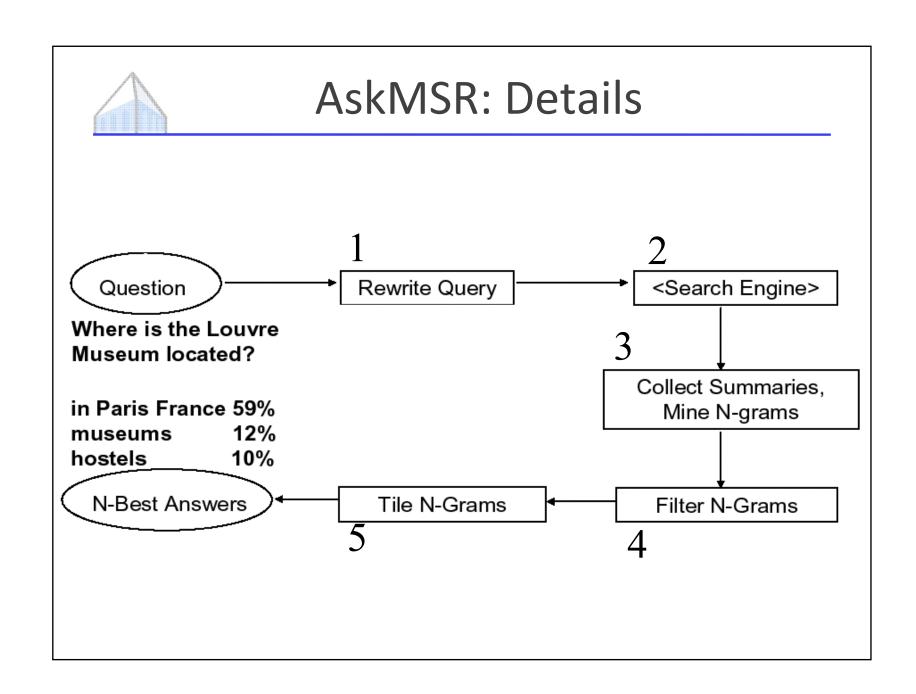




ABRAHAM LINCOLN

Sixteenth President of the United States

Born in 1809 - Died in 1865





Step 1: Rewrite queries

- Intuition: The user's question is often syntactically quite close to sentences that contain the answer
 - Where is the Louvre Museum located?
 - The Louvre Museum is located in Paris
 - Who <u>created</u> the <u>character</u> of <u>Scrooge</u>?
 - Charles Dickens created the character of Scrooge.



Query Rewriting: Variations

- Classify question into seven categories
 - Who is/was/are/were...?
 - When is/did/will/are/were ...?
 - Where is/are/were ...?
 - a. Category-specific transformation rules eg "For Where questions, move 'is' to all possible locations" "Where <u>is</u> the Louvre Museum located" Nonsense,
 - → "is the Louvre Museum located"
 - → "the is Louvre Museum located"
 - → "the Louvre is Museum located"
 - → "the Louvre Museum is located"
 - → "the Louvre Museum located is"
- Hand-crafted classification/rewrite/datatype rules (Could they be automatically learned?)

but who cares? It's

only a few more queries



Query Rewriting: Weights

 One wrinkle: Some query rewrites are more reliable than others

Where is the Louvre Museum located?

Weight 1 Lots of non-answers could come back too

Weight 5
If we get a match,
it's probably right

+"the Louvre Museum is located"

+Louvre +Museum +located



Step 2: Query search engine

- Send all rewrites to a search engine
- Retrieve top N answers (100?)
- For speed, rely just on search engine's "snippets",
 not the full text of the actual document



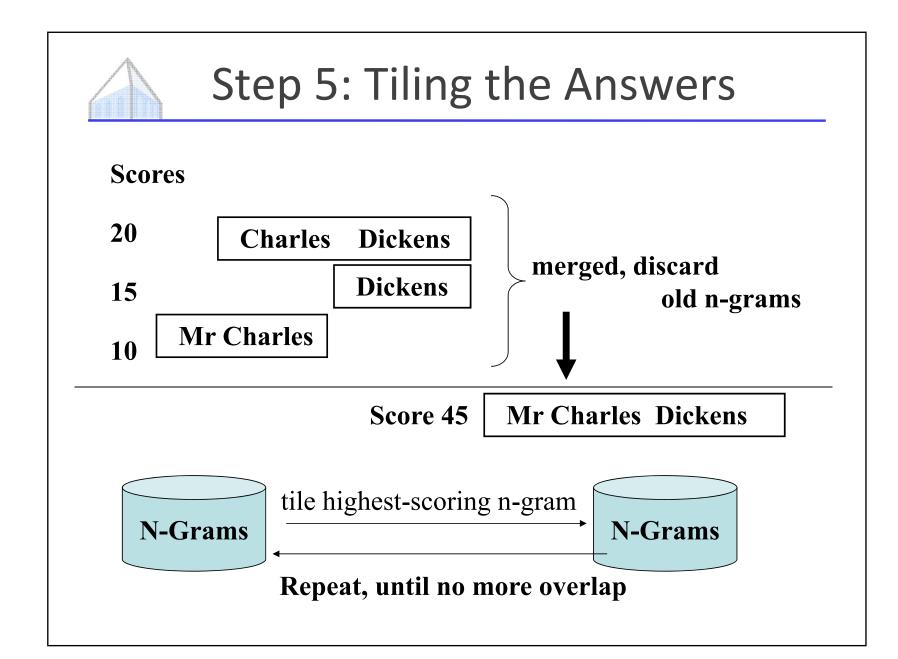
Step 3: Mining N-Grams

- Simple: Enumerate all N-grams (N=1,2,3 say) in all retrieved snippets
- Weight of an n-gram: occurrence count, each weighted by "reliability" (weight) of rewrite that fetched the document
- Example: "Who created the character of Scrooge?"
 - Dickens 117
 - Christmas Carol 78
 - Charles Dickens 75
 - Disney 72
 - Carl Banks 54
 - A Christmas 41
 - Christmas Carol 45
 - Uncle 31



Step 4: Filtering N-Grams

- Each question type is associated with one or more
 "data-type filters" = regular expression
- When...
 Where...
 What ...
 Person
- Boost score of n-grams that do match regexp
- Lower score of n-grams that don't match regexp
- Details omitted from paper....





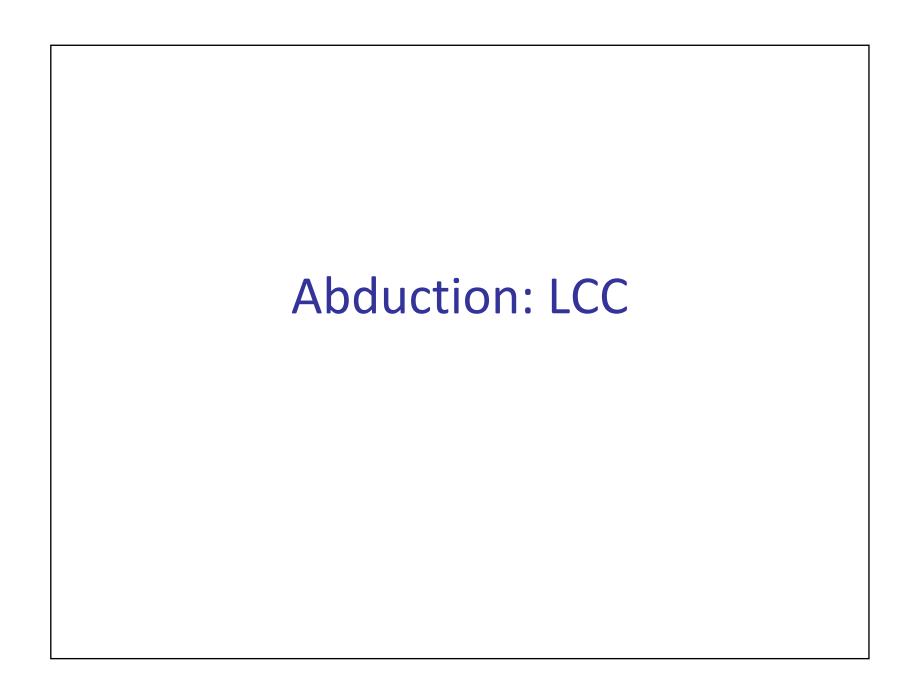
Results

- Standard TREC contest test-bed:
 ~1M documents; 900 questions
- Technique doesn't do too well (though would have placed in top 9 of ~30 participants!)
 - MRR = 0.262 (ie, right answered ranked about #4-#5 on average)
 - Why? Because it relies on the redundancy of the Web
- Using the Web as a whole, not just TREC's 1M documents...
 MRR = 0.42 (ie, on average, right answer is ranked about #2-#3)



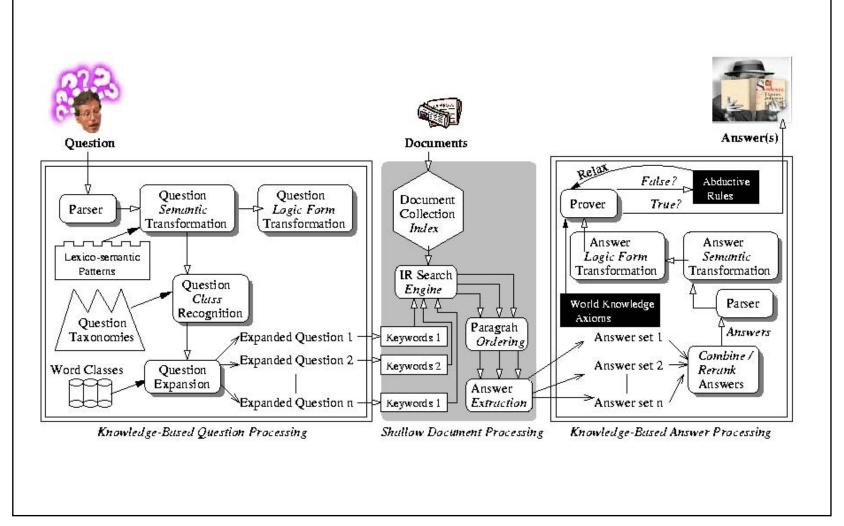
Issues

- In many scenarios (e.g., an individual's email...) we only have a limited set of documents
- Works best/only for "Trivial Pursuit"-style fact-based questions
- Limited/brittle repertoire of
 - question categories
 - answer data types/filters
 - query rewriting rules





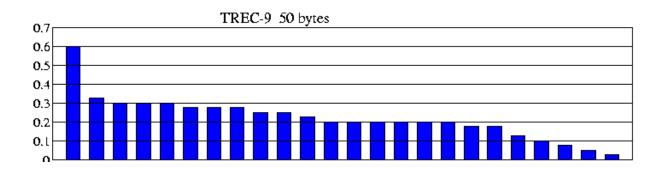
LCC: Harabagiu, Moldovan et al.





Value from Sophisticated NLP Pasca and Harabagiu (2001)

- Good IR is needed: SMART paragraph retrieval
- Large taxonomy of question types and expected answer types is crucial
- Statistical parser used to parse questions and relevant text for answers, and to build KB
- Query expansion loops (morphological, lexical synonyms, and semantic relations) important
- Answer ranking by simple ML method





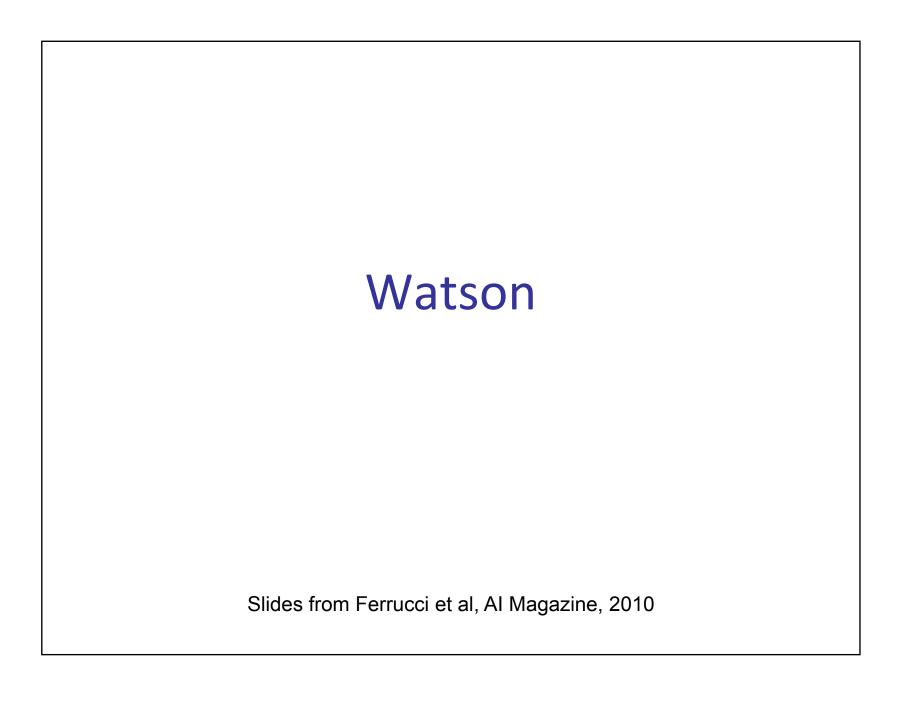
Abductive inference

- System attempts inference to justify an answer (often following lexical chains)
- Their inference is a kind of funny middle ground between logic and pattern matching
- But quite effective: 30% improvement
- Q: When was the internal combustion engine invented?
- A: The first internal-combustion engine was built in 1867.
- invent -> create_mentally -> create -> build



Question Answering Example

- How hot does the inside of an active volcano get?
- "lava fragments belched out of the mountain were as hot as 300 degrees Fahrenheit"
 - volcano ISA mountain
 - lava ISPARTOF volcano
 lava IN volcano
 - fragments of lava HAVEPROPERTIESOF lava
- The needed semantic information is in WordNet definitions, and was successfully translated into a form that was used for rough 'proofs'





Jeopardy...

Category: General Science

Clue: When hit by electrons, a phosphor gives off

electromagnetic energy in this form.

Answer: Light (or Photons)

Category: Lincoln Blogs

Clue: Secretary Chase just submitted this to me for the third time; guess what, pal. This time I'm accepting it.

Answer: his resignation

Category: Head North

Clue: They're the two states you could be reentering

if you're crossing Florida's northern border.

Answer: Georgia and Alabama

Category: Decorating

Clue: Though it sounds "harsh," it's just embroidery, often in a floral pattern, done with yarn on

cotton cloth.

Answer: crewel

Category: "Rap" Sheet

Clue: This archaic term for a mischievous or annoying child can also mean a rogue or scamp.

Subclue 1: This archaic term for a mischievous or annoying child.

Subclue 2: This term can also mean a rogue or scamp.

Answer: Rapscallion

Category: Before and After Goes to the Movies Clue: Film of a typical day in the life of the Beatles, which includes running from bloodthirsty zombie fans in a Romero classic.

Subclue 2: Film of a typical day in the life of the Beatles.

Answer 1: (A Hard Day's Night)

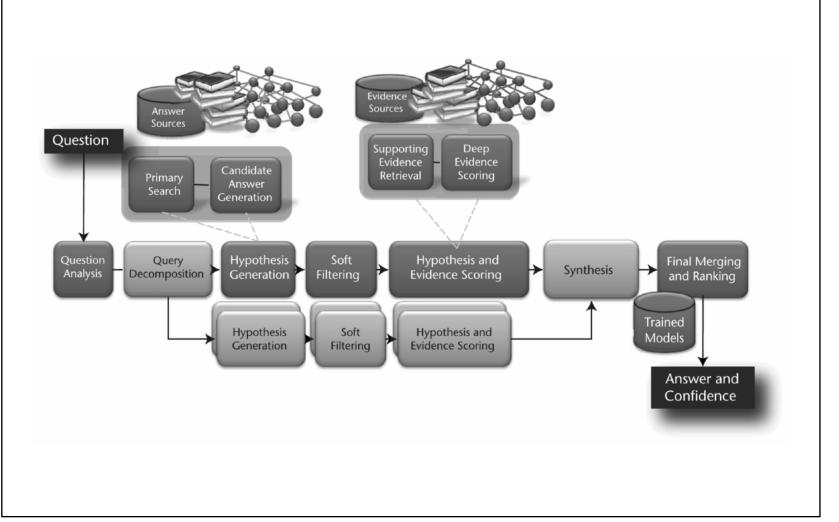
Subclue 2: Running from bloodthirsty zombie fans in a Romero classic.

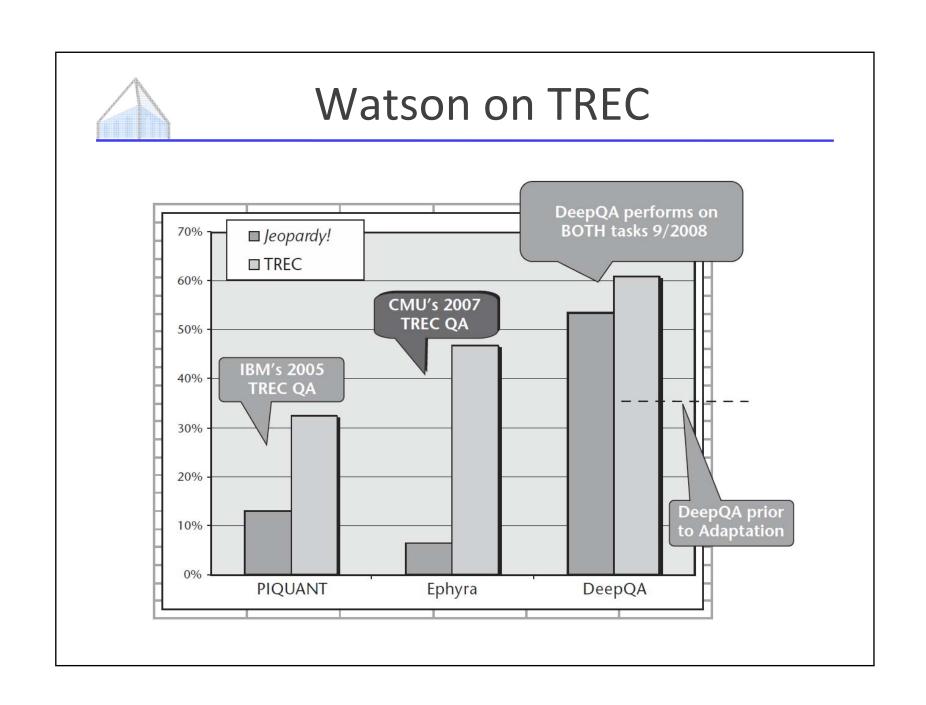
Answer 2: (Night of the Living Dead)

Answer: A Hard Day's Night of the Living Dead



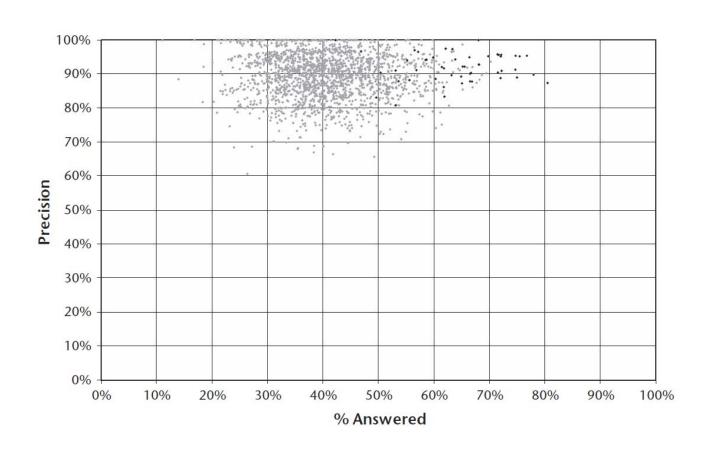
Architecture





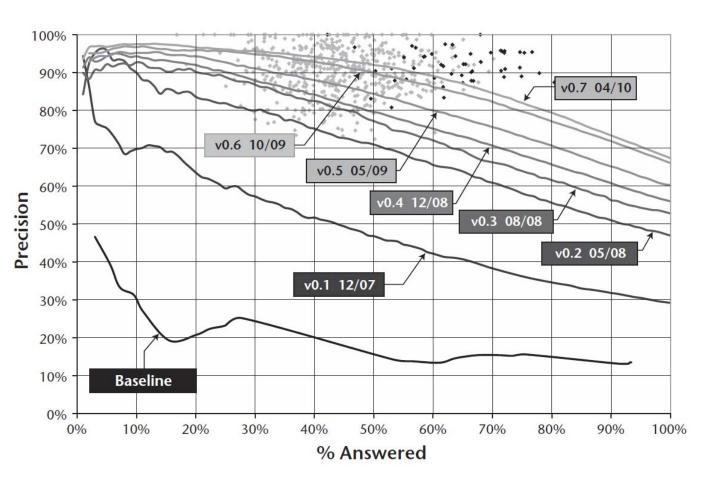


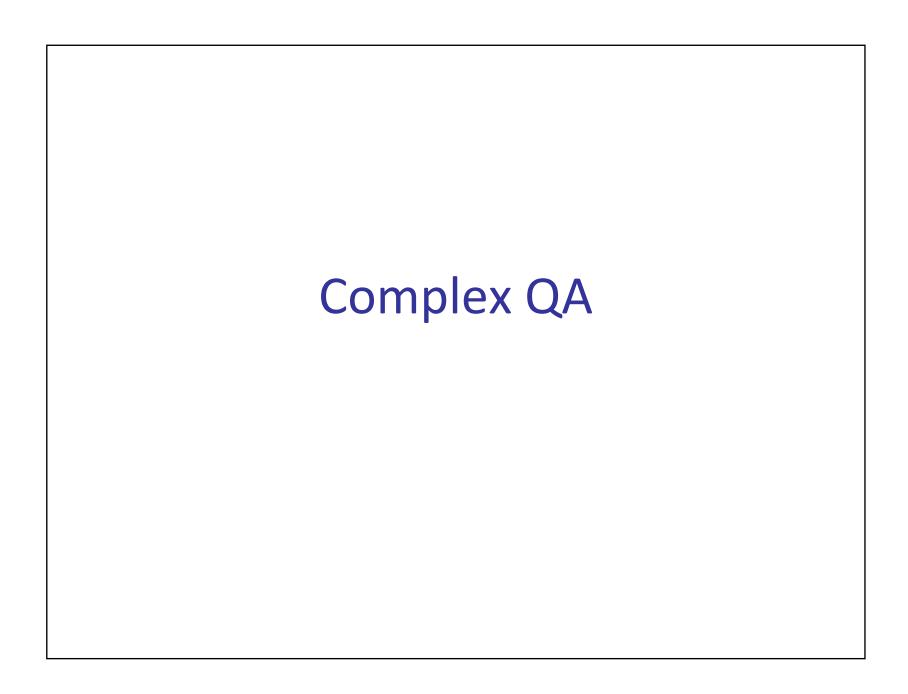
Human P/R





Metric Climbing







Example of Complex Questions

How have thefts impacted on the safety of Russia's nuclear navy, and has the theft problem been increased or reduced over time?

Need of domain knowledge

To what degree do different thefts put nuclear or radioactive materials at risk?

Question decomposition

Definition questions:

- What is meant by nuclear navy?
- What does 'impact' mean?
- How does one define the increase or decrease of a problem?

Factoid questions:

- What is the number of thefts that are likely to be reported?
- What sort of items have been stolen?

Alternative questions:

 What is meant by Russia? Only Russia, or also former Soviet facilities in non-Russian republics?