

MWEs in the QTLeap Corpus of Online Helpdesk Interactions

Andreia Querido, Rita de Carvalho, João Rodrigues, António Branco (andreia.querido, rita.carvalho, joao.rodrigues, antonio.branco)@di.fc.ul.pt

University of Lisbon

Dataset

- ♦ Portuguese corpus made of 139 411 tokens in 9 959 sentences;
- ♦ Helpdesk corpus: real interactions between clients and experts in a support chat line;
- ♦ Information and Communications Technology domain;
- ♦ Corpus is translated from portuguese to seven languages.

Annotation methodology and tool

Tool

WebAnno (Yimam et al., 2013)

Empirical approach

- ♦ Double-blind annotation followed by adjudication;
- ♦ First stage: annotation of MWEs, Named Entities, Institutionalized Phrases;
- ♦ Second stage: annotation of MWEs with more fine grained categorization;

Theoretical guidance

Sag et al., 2002

Named Entities and Institutionalized Phrases were not included in this classification of MWEs.

Findings

- ♦ Total of MWEs: 1132.
- ♦ The corpus is in Portuguese, but most of the MWEs are in English, because in several cases the users do not translate these from the source language.
- ♦ Only 3 subclasses have occurrences in this corpus:

MWE - Lexicalized Phrases (Sag et al., 2002)

✓ Fixed Expressions
Non-decomposable idioms
Semi-fixed
✓ Compound Nominals
Verb-particle constructions
Syntactically-flexible expressions
Decomposable idioms
✓ Light Verbs

Examples:

♦ Fixed Expressions:

PT: Também reproduz vídeo de **alta definição**.

EN: It also plays **high-definition** video.

PT: No youtube como posso pesquisar videos em **HD**? EN: In YouTube, how can I search for videos in **HD**?

♦ Compound Nominals:

PT: Arraste e solte os ficheiros selecionados do iTunes para o Ambiente de Trabalho.

EN: Drag and drop selected files from iTunes to **Desktop**.

PT: Tenho conflito de **IPs** e não consigo chegar a um servidor.

EN: I have an IP [address] conflict and I can't connect to the server.

♦ Light Verbs:

PT: Onde posso **fazer download** do Direct X?

EN: Where can I **download** Direct X?

Distribution of MWEs		
Fixed Expressions	Compound Nominals	Light Verbs
287 occurrences	799 occurrences	46 occurrences
25%	71%	4%
87 types	116 types	13 types

References

Sag, I., Baldwin, T., Bond, F., Copestake, A., and Flickinger, D. (2002). Multiword expressions: A pain in the neck for NLP. In Proceedings of CICLing'02., pp.1–15, Springer-Verlag. Yimam, S.M., Gurevych, I., Eckart de Castilho, R., and Biemann C. (2013): WebAnno: A Flexible, Web-based and Visually Supported System for Distributed Annotations. In Proceedings of ACL-2013, demo session, Sofia, Bulgaria.



