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Kyomachi Seika will guide you!

Training the role-play AI with community cooperation

Abstract

We propose a **“role-play AI” that can respond to inquiries, receptions, and guides at city offices.** Conventional AI training requires a lot of accurate training data, and data collection has been an extremely costly and difficult task. In this study, we solve this problem by utilizing community cooperation. By making the data collection work a community cooperation activity, we collect accurate training data at a low cost. By **connecting “people who live in the area” and “people who interested in the area,” we have collected very high-quality training data,** and we have made possible the training of role-play AI that is closely linked to the community. By using this technology, we provide “role-play AI” to learn according to local demand. In the future, we aim to realize AI technology that can be used in a wide range of situations, not only by local governments.

The efficiency of business operations is being improved through AI. In particular, the realization of AI, which provides information to users through dialogues such as receptionists and guide, is attracting attention as a means of **reducing the burden on human and promoting collaboration with people and AI.** In this research, we realize the useful AI in the real world through joint experiments with Seika-town.

Task-oriented dialogue with the role-play AI

"Role-play AI" is a dialogue system that imitates the character. Having an official corporate character or a celebrity serve as a receptionist or guide is expected to **improve customer satisfaction, provide entertainment, and reduce the burden** on the receptionist.

Where can I get a certificate of residence?

You can get it on the reception desk.
A reception desk is located on the second floor.



Official character

Training data

(Traditionally) handcrafted
→ **Problem: high costs**

Data collection as community cooperation

We solved the problem of the data collection by matching "people with interest" and "people with knowledge". →The data collection by residents of Seika-town is carried out as community cooperation.

Question from people who want to live or visit Seika-town.
“What’s famous in Seika-town in spring?”



Answer by people who lives in Seika-town.
“In spring, they are famous for picking strawberry!”

受付

■ POINTS:

Training data collection

- Question from people who interested
= **Demand information**
- Answer by people who lives in Seika-town.
= **Accurate information**

Data collection with community cooperation

= **Low cost and high quality**

References

- [1] R. Higashinaka, et al. "Role play-based question-answering by real users for building chatbots with consistent personalities." *Proceedings of the 19th Annual SIGdial Meeting on Discourse and Dialogue*. 2018.

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