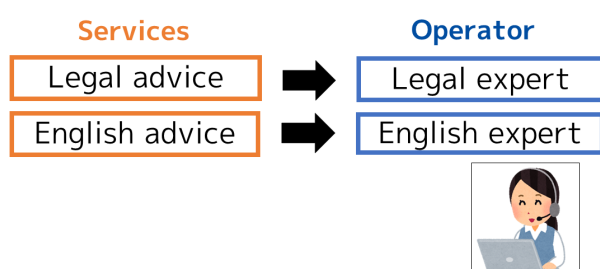


Abstract

Although dialogue services sometimes require operators with expertise in multiple fields, such people are rare (e.g., travel guides for foreigners need both travel guide skills and foreign language skills). We focus on a **collaboration style** in which operators with different fields of expertise work together to solve advanced problems and grow through practice. We focus on a style in which **two operators interact with a user as if they were a single operator**. Our proposed style enables operators to provide advanced services across multiple fields, to collaborate smoothly, and to learn from each other. By building a dialogue service that allows collaboration among diverse human resources, we will achieve more advanced dialogue services and create a society that supports the employment and growth of many people.

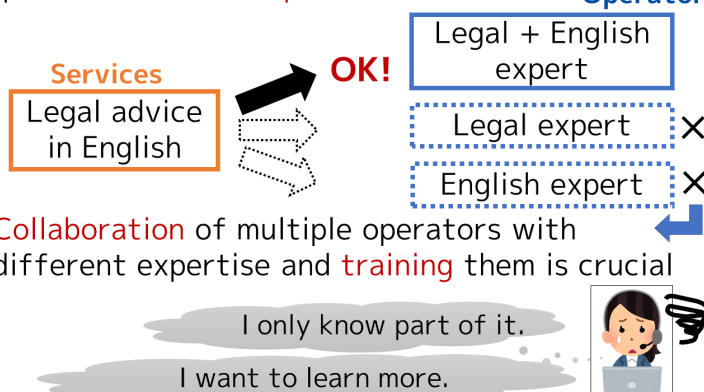
1. Dialogue services with experts

- Dialogue with experts is effective for solving problems. (ex. travel guides, customer service)
- We need a variety of experts to meet individual needs.



2. Lack of experts with multiple skills

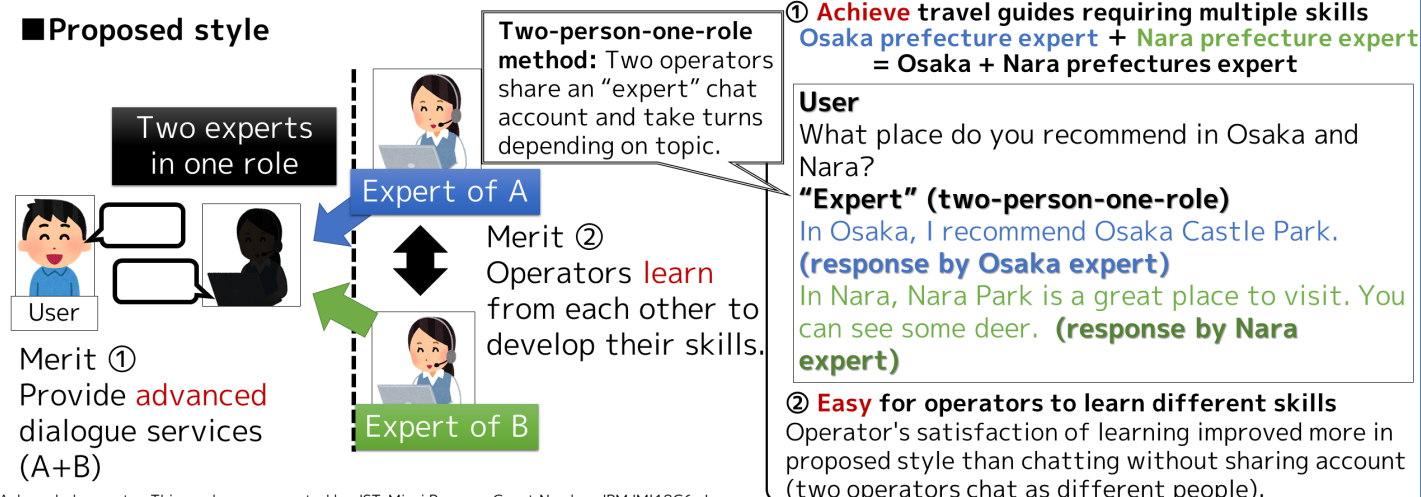
- Although services require multiple skills, operators with **multiple skills** are rare. **Operator**



3. Collaboration style: two experts playing one role

(1) Provide advanced dialogue services across multiple skills and (2) train operators

■ Proposed style



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References

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