

{SENSEI}

Making Sense of Human-Human Conversation Data

Conversational interaction is the most natural and persistent paradigm for business relations with customers.

Can we **make sense** of such conversations and help create assets and value for organizations' decision makers?

The goals of the SENSEI project are

develop
summarization
analytics
TECHNOLOGY
to help users make sense
of human conversation
streams from diverse
media channels

design
and evaluate
summarization
technology in
**real-world
environments**

improve
Task
Performance
and productivity
of end-users

Contact Info Project Coordinator Giuseppe Riccardi
University of Trento • Department of Information Engineering and Computer Science
info@sensei-conversation.eu

www.sensei-conversation.eu

