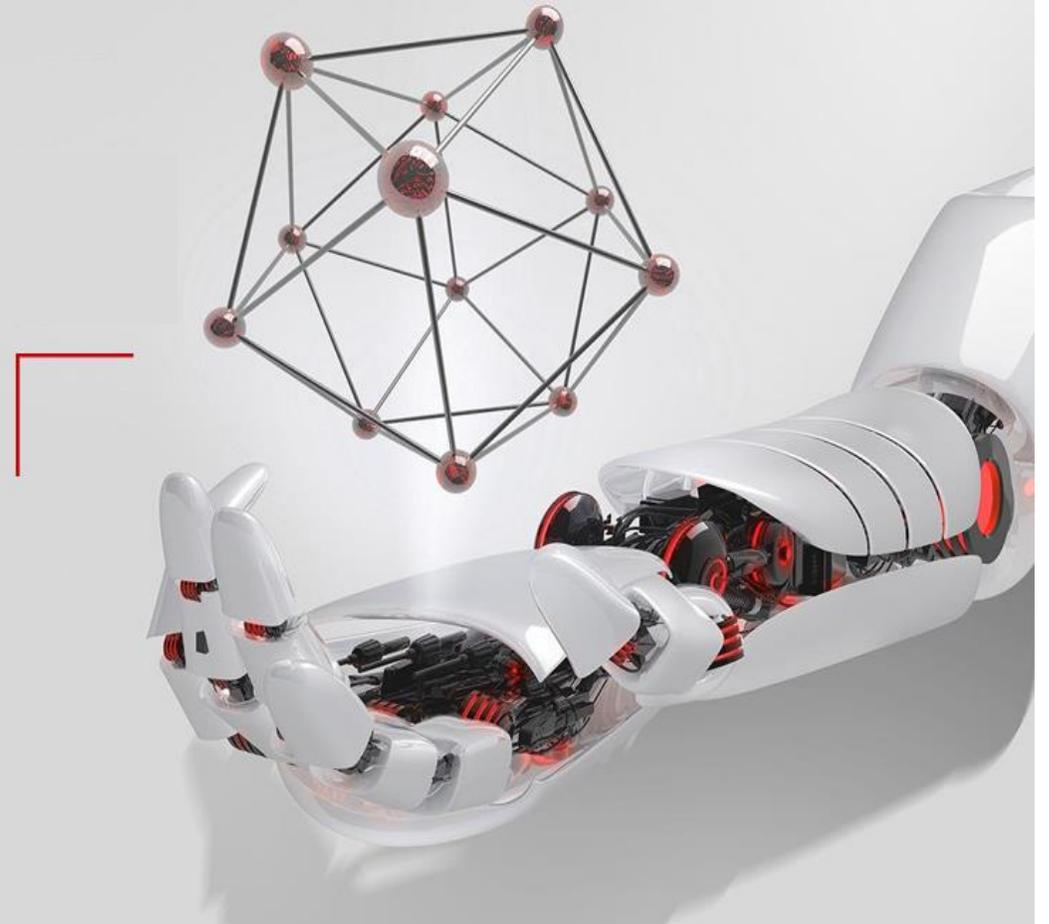


*Language Models,
Intents and Contexts:
Domain-Aware Text
Understanding Simplified*

Dr. Sourav Dutta
Chief NLP Research Scientist
Huawei Ireland Research
NLP Research



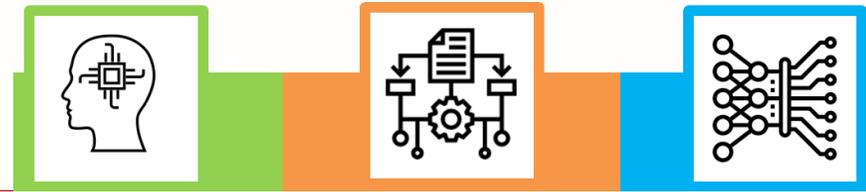
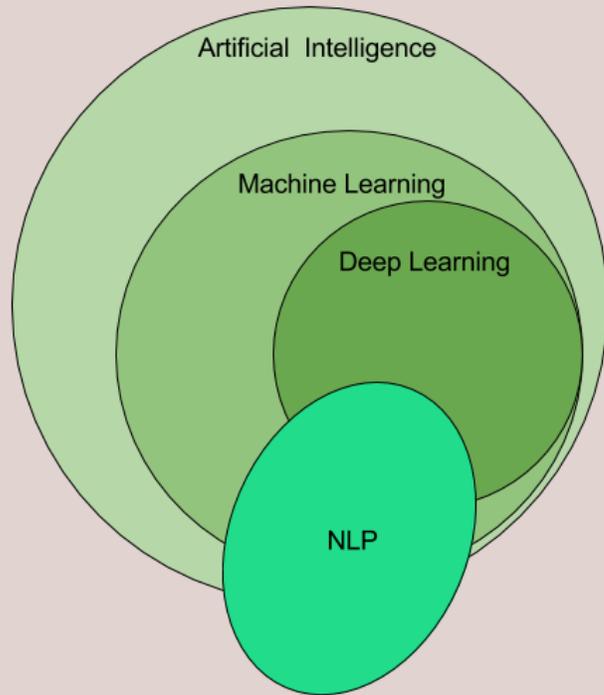
The Splurge of Data



Staggering amounts of structured and unstructured textual data

- 700K search queries
- 100K Tweets
- 20K posts on Tumblr
- 12K ads posted
- 2K blogs created
- Questions & Answers
- Streams of News Articles

NLP@Huawei



NLP team focuses on researching and developing the next generation of multilingual NLP technologies for improving end user experience.

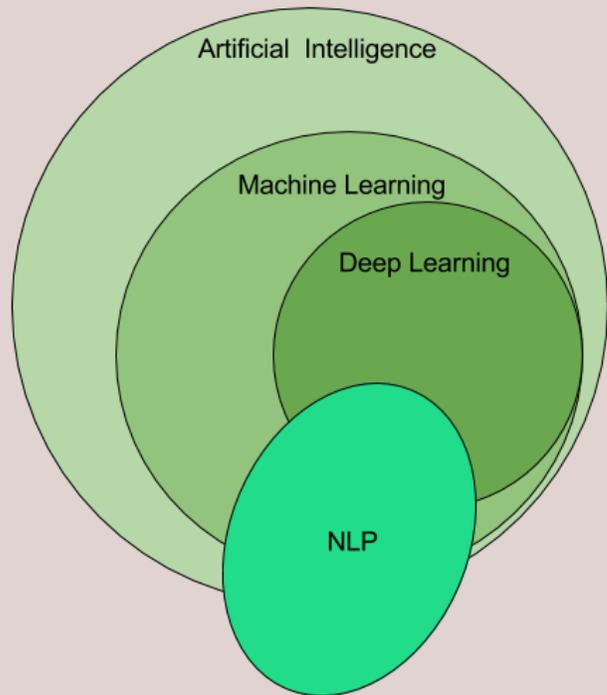
- **Vision**

Building world-class NLP capability by focusing on fundamental research and building novel cutting-edge core NLP framework that can be utilized across various HMS services.

- **Mission**

End-to-end multilingual NLP algorithmic stack.





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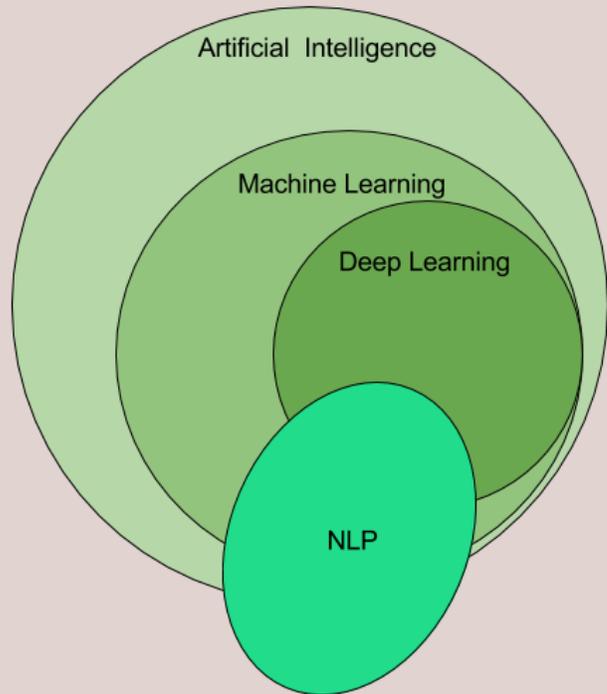
- Multi-Lingual Text Embedding**

- New text representation framework to capture enhanced semantic understanding across various languages for better search, classification and zero-shot transfer capabilities.

- Question Answering**

- Intelligent chatbot solution for understanding and catering to users' diverse informational need across diverse domains for different applications.





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- Knowledge Graph based Learning**

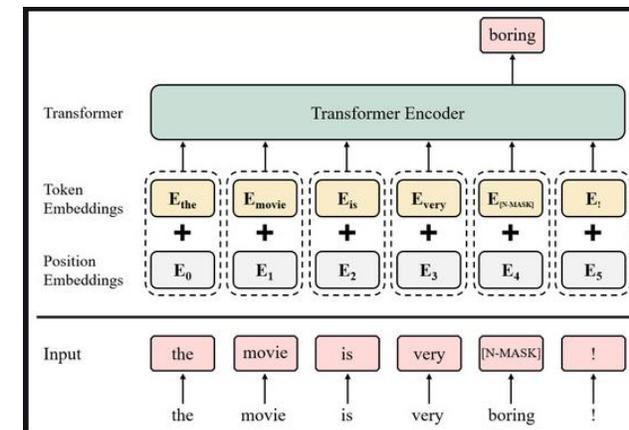
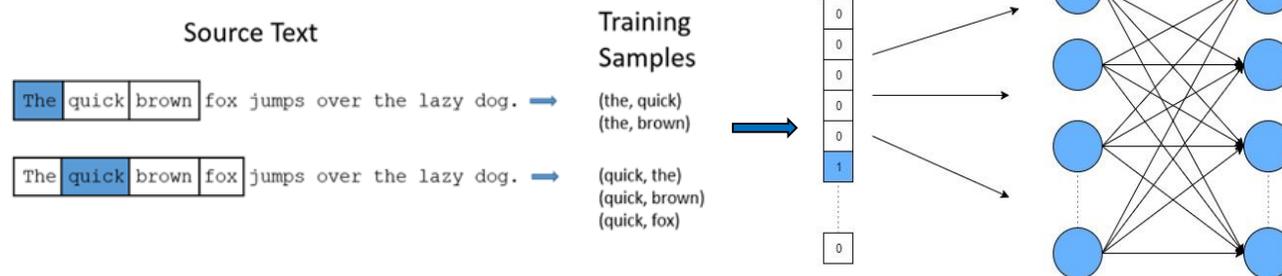
- Automated creation of Knowledge Graphs and their integration with context for better understanding of semantics and relationships within text.

- Neural Network Pruning**

- Compression of language models for smaller but accurate textual understanding.

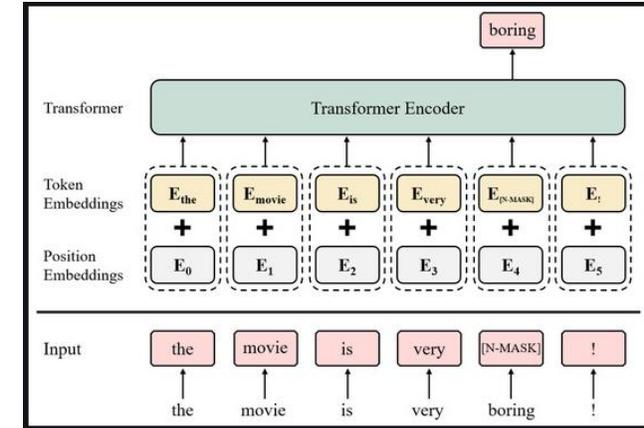
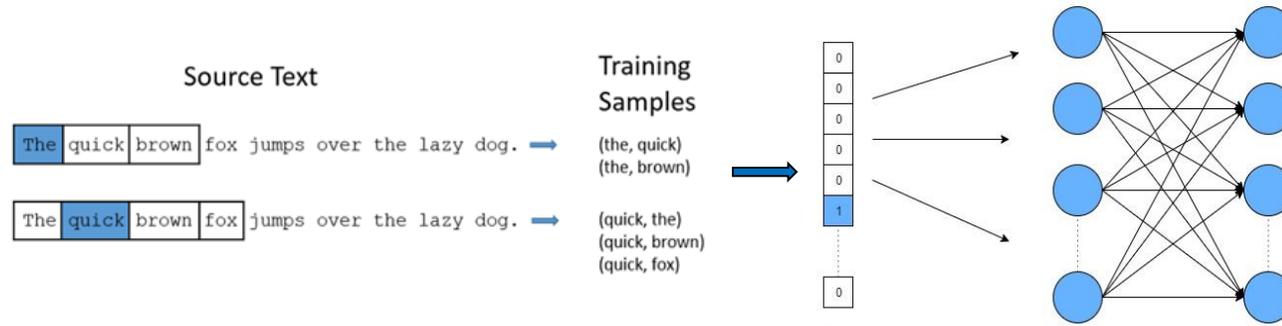


Context as Vector Embedding



- **Captures word, semantic and concept from the context of texts.**
 - Learns about the “**distributional hypothesis**” of words.
 - Provides a vector representation (*embedding*) of the word.
- **Mathematical operations on words.**
 - Berlin – Germany + France \approx Paris
- BERT, XLM-R, InfoXLM, etc.

Context as Vector Embedding

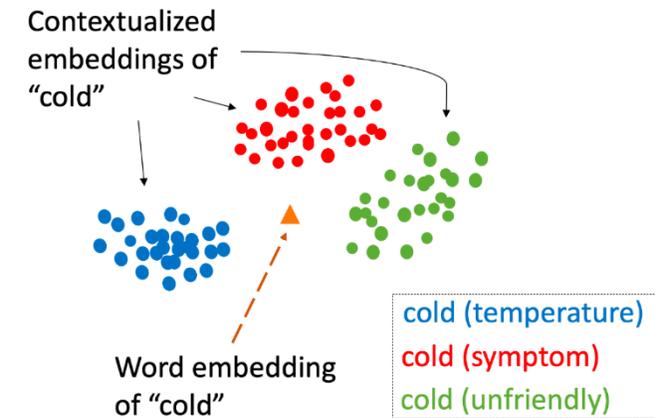


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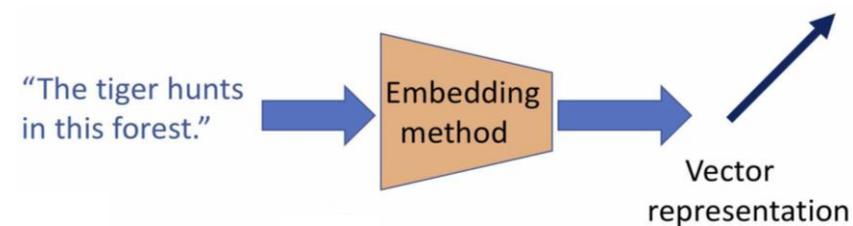
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T. Mikolov, I. Sutskever, K. Chen, G. S. Corrado, and J. Dean (2013). “Distributed representations of words and phrases and their compositionality”. Advances in Neural Information Processing Systems.
J. Pennington, R. Socher and C. D. Manning (2014). “GloVe: Global Vectors for Word Representation”. EMNLP.

Embedding Sentences & Multi-Linguality

- Cross-Lingual Sentence Embedding are an important component for *Natural Language Understanding* tasks.
 - Search and Information Retrieval
 - Semantic Understanding of user intent
- **Sentence Embedding:** *dense vector representations encoding contextual and semantic information.*
 - Sentences of *similar meanings* will have *close representations*



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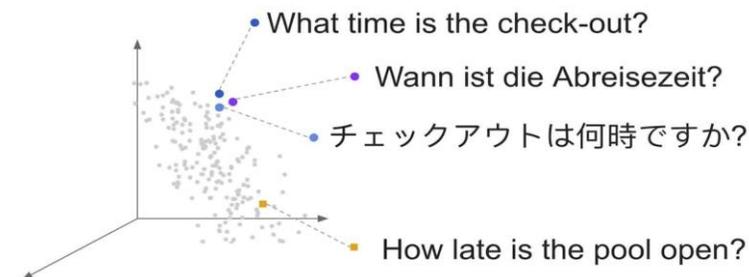
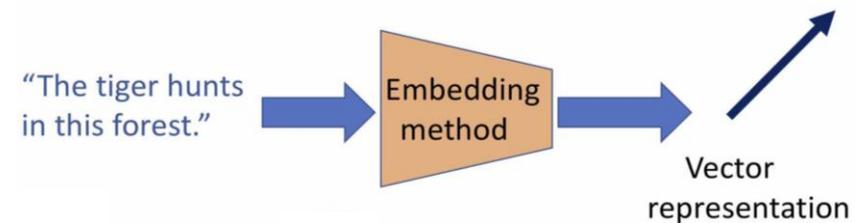
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- **Multi-Lingual Sentence Embedding:** provide cross-lingual representation of text across languages.
 - Efficient way of mapping multilingual texts into a unified vector space.
- Sentence Transformers (S-BERT), Universal Sentence Encoder (USE), LASER, LaBSE etc.



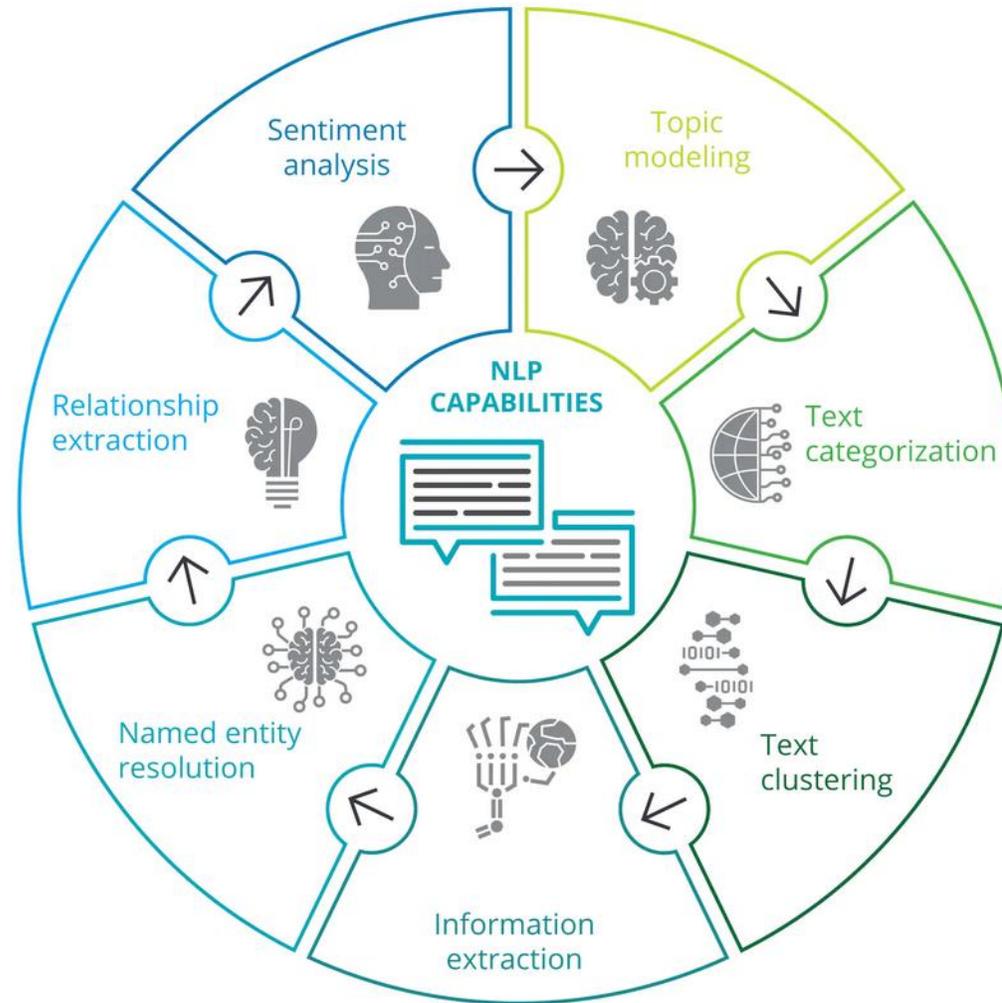
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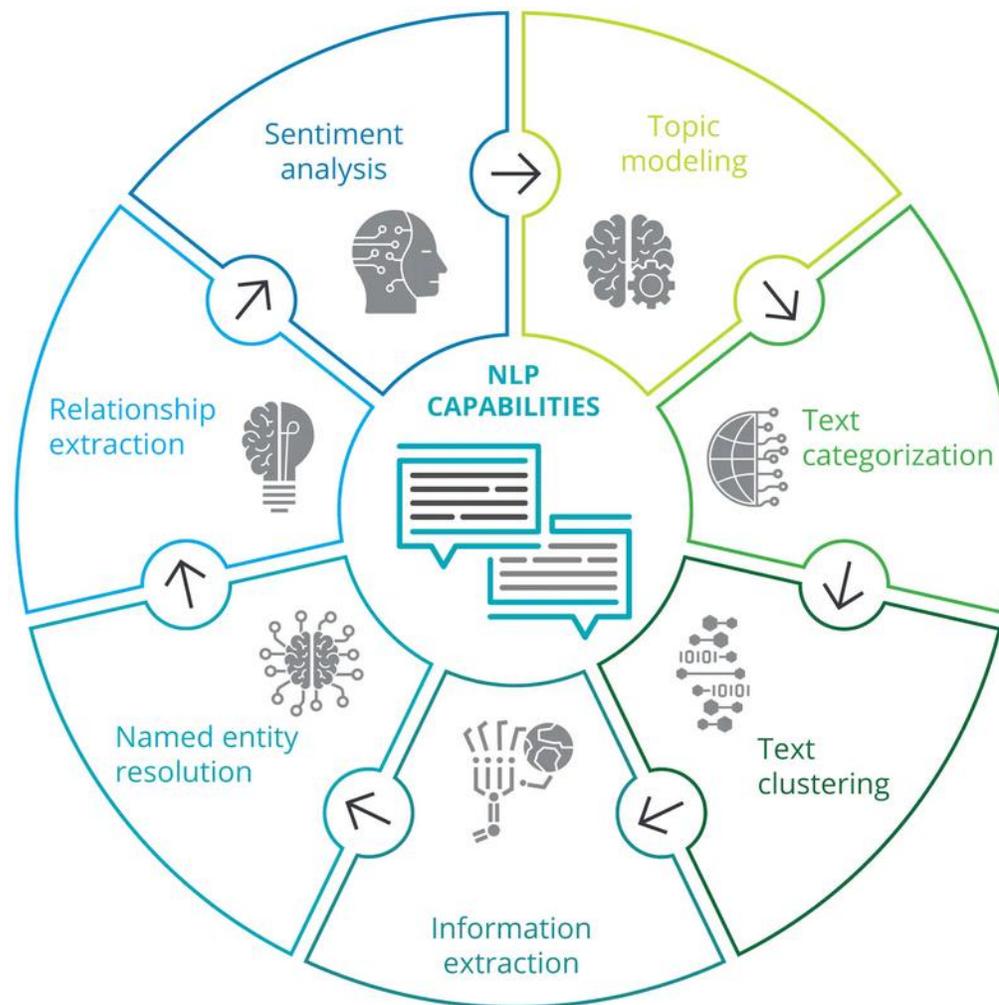
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Application Scenarios



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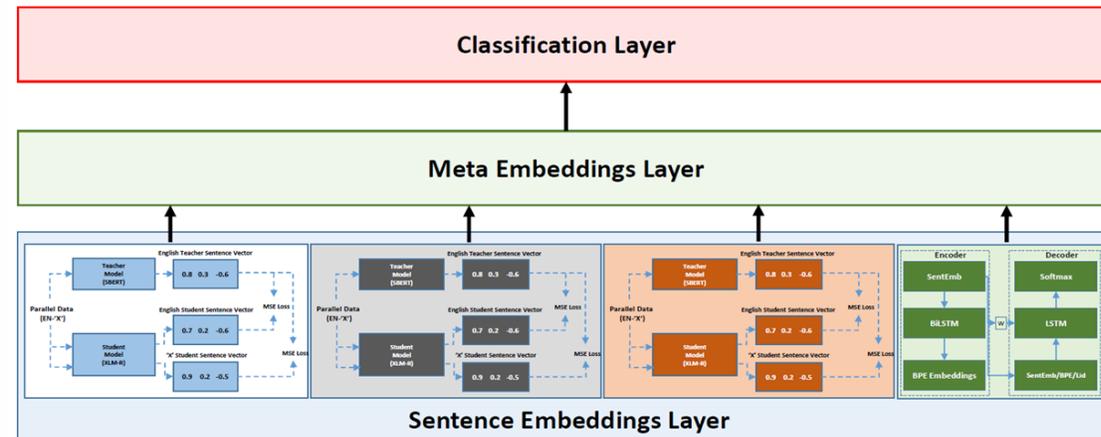
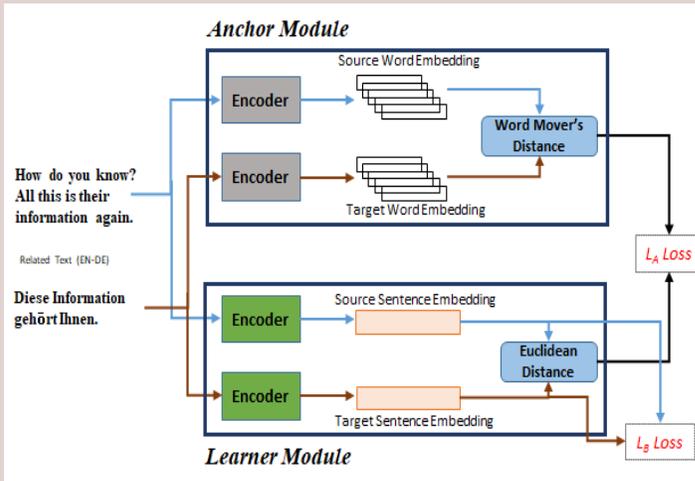
	Creditworthiness assessment	Machine Translation
	Advertising and Marketing	Automatic Summarization/ Paraphrasing
	Hiring and recruitment	Natural Language Generation
	Sentiment Analysis	Reasoning over Knowledge Based
	Chatbots	Quation Answering System
	Fake news identification	Dialog System
		Image Captioning & other Multimodel Tasks



- Error Detection
- IVR Application
- Sentiment Analysis
- Personal Voice Assistant
- Translation Application
- Fake News Detection
- Classifying Emails
- Predicting Disease

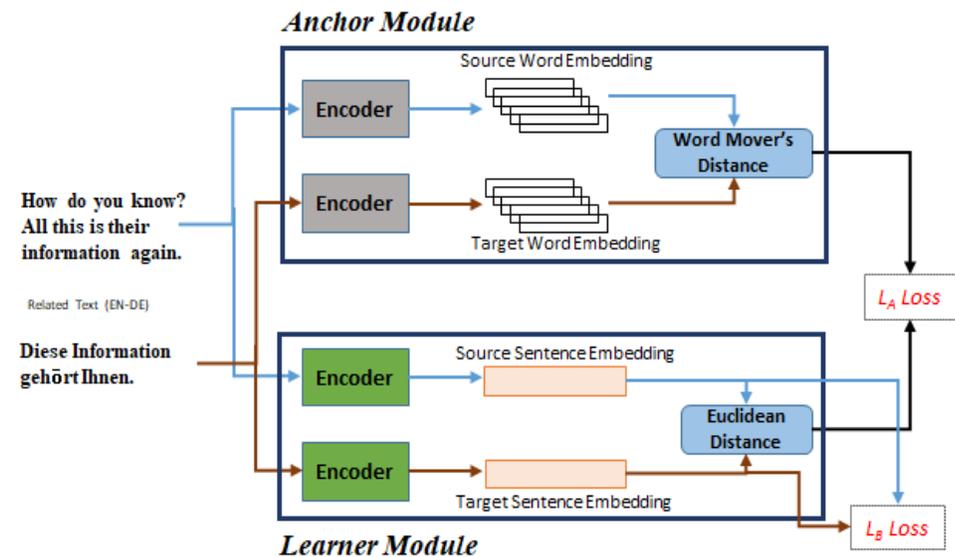
SEMANTIC UNDERSTANDING OF TEXT

The Curious Case of User Intent Understanding



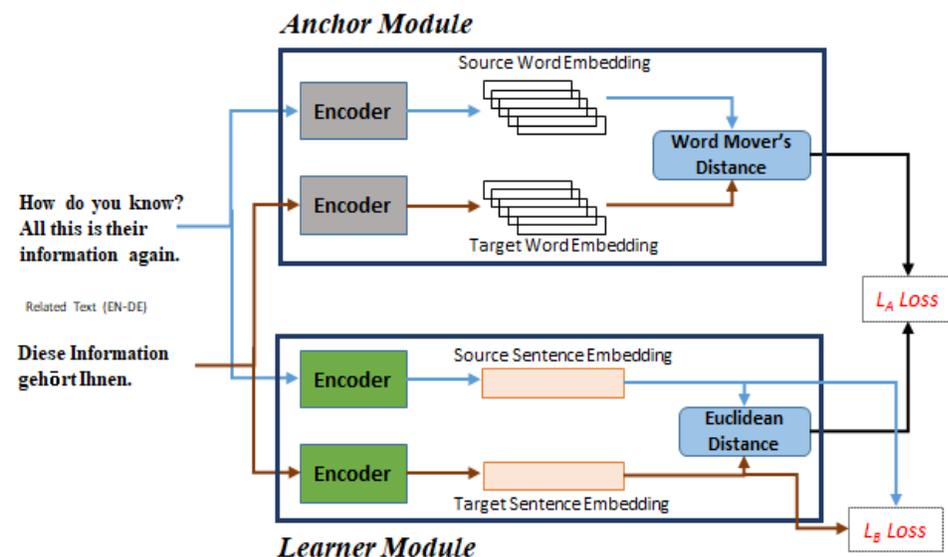
Dual Encoder based Sentence Embedding

- A novel *dual-encoder* based *anchor-learner* architecture.
- A joint loss function coupling *Word Mover's Distance* and *Cosine similarity*.



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- *Learner* generates sentence embedding in *multi-task* setup
 - *Unsupervised* Loss function L_A captures *semantic* relationship between sentence pairs
 - Close proximity for similar sentences in different languages
 - Loss function L_B helps to map correct *translation pairs*
 - Transfer of cross-lingual linguistic properties

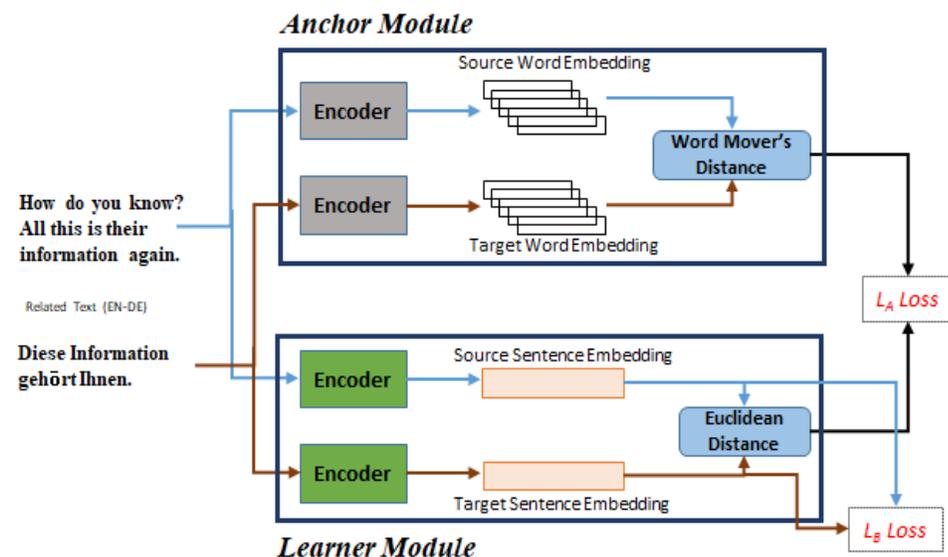


$$\mathcal{L}_A = \frac{1}{N} \sum_{i=1}^N \exp \left| \exp^{-d_{euc}(s'_i, t'_i)} - \exp^{-d_{wmd}(s_i, t_i)} \right|$$

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- No requirement of parallel corpus.
- Robustness in performance for *Low-Resource Languages*

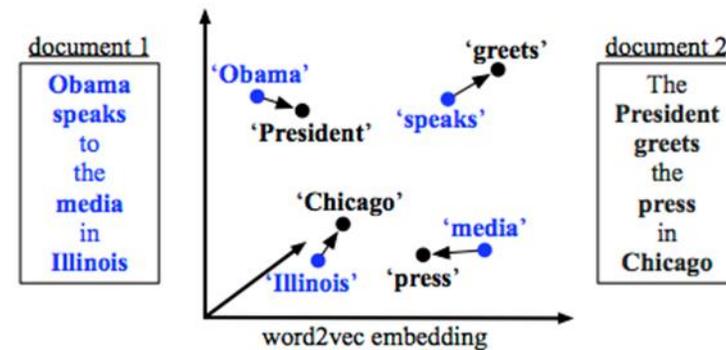
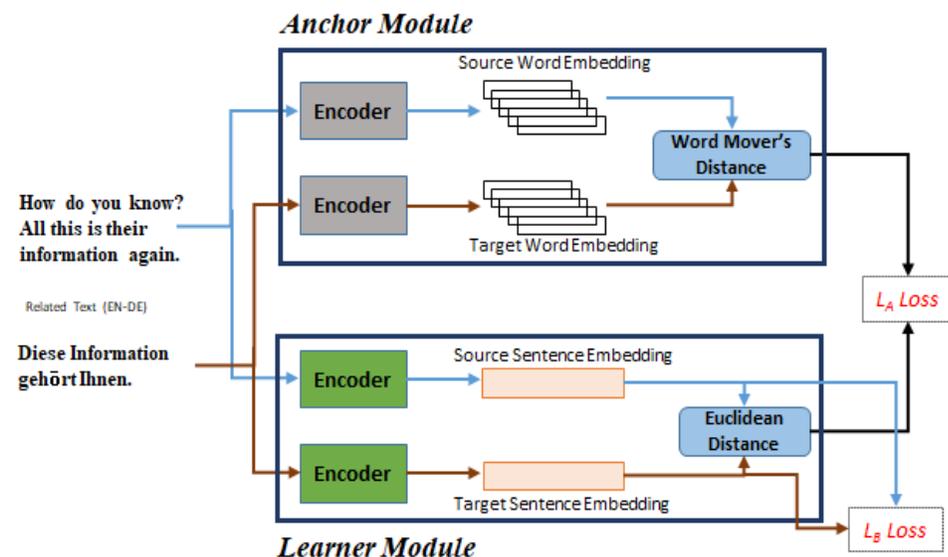


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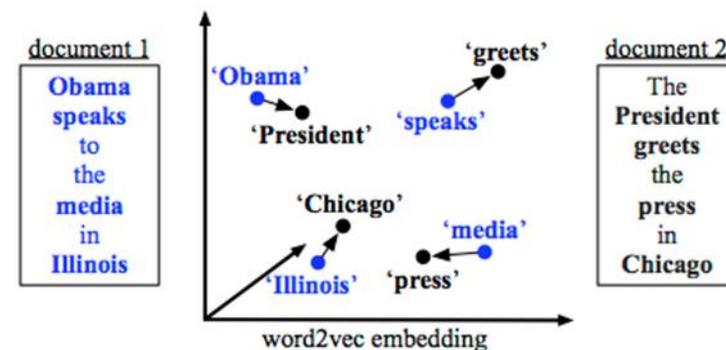
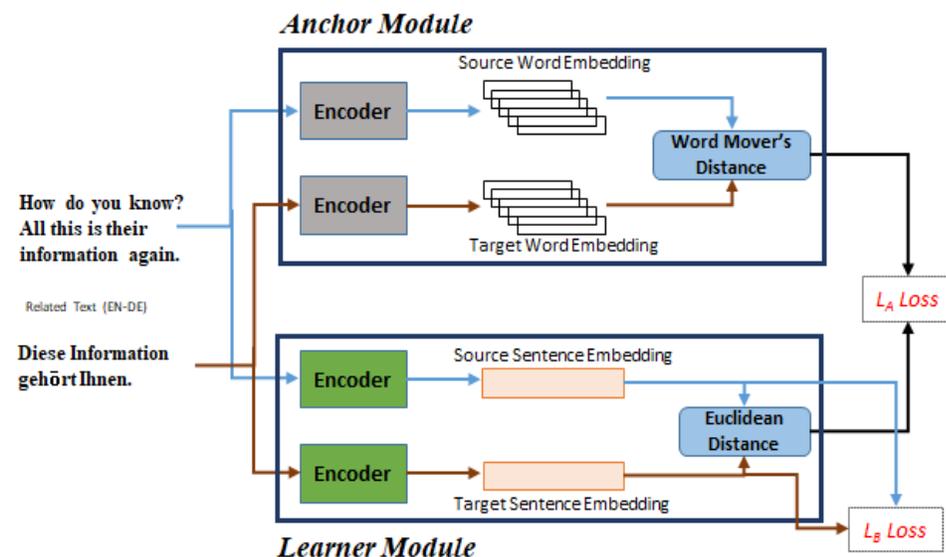
- Word Mover's Distance provides an optimal transportation formulation (adapted from Earth Mover's Distance).
 - The effort to transform the word representations between the input documents.



Dual Encoder based Sentence Embedding

- Word Mover's Distance provides an optimal transportation formulation (adapted from Earth Mover's Distance).
 - The effort to transform the word representations between the input documents.
- Inclusion of *Word Mover's Distance* is *advantageous* for *unsupervised learning* – a *proxy for semantic similarity*.
 - Closer representations for similar sentences.
 - Dissimilar sentences have embedding that are apart in embedding space.

$$\mathcal{L}_A = \frac{1}{N} \sum_{i=1}^N \exp^{|\exp^{-d_{euc}(s'_i, t'_i)} - \exp^{-d_{wmd}(s_i, t_i)}|}$$

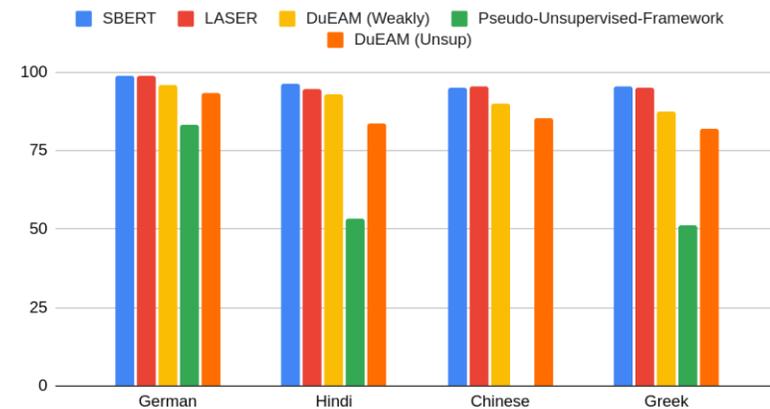


Experimental Validation

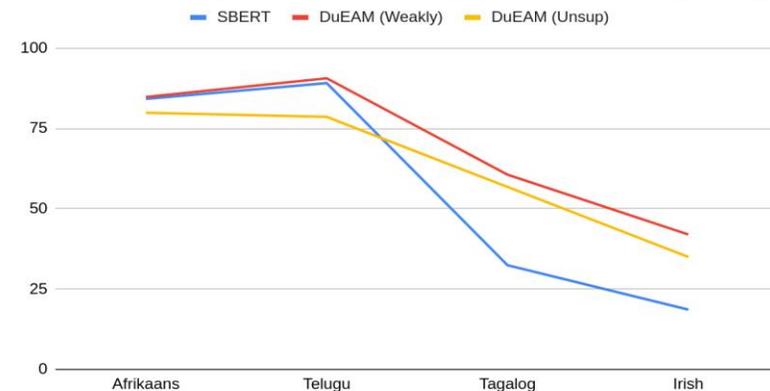
Unsupervised Methods						
mBERT mean	54.4	56.7	33.9	16.0	21.5	33.0
XLM-R mean	50.7	51.8	21.3	9.2	10.9	16.6
Proposed methods						
$DuEAM_{wkllysupv}$	81.9	83.1	69.4	68.6	64.6	69.6
$DuEAM_{unsupv}$	80.2	81.5	64.6	63.7	58.2	62.1

- *State-of-the-art Unsupervised Sentence Embedding* performance
- Proposed models produced *better monolingual* results than *LaBSE* and *LASER*.
- *Weakly-supervised* model produced *comparative results* to supervised models for high-resourced languages.
- Results in *zero-shot* settings is eye catching.

Average Accuracy on Tatoeba Dataset (both direction)

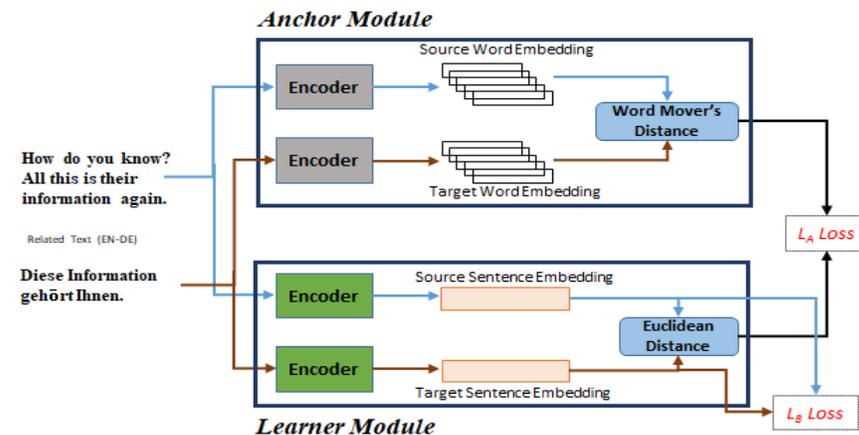


Zero-shot Accuracy on Tatoeba Dataset (under-resourced languages)



Text Embedding – In a nutshell

- Unsupervised and Weakly-Supervised Multilingual Sentence Embedding Model based on anchor-learner framework.
- Word Mover's Distance based unsupervised loss function captures semantic relatedness efficiently between sentence pairs.
- State-of-the-art results on downstream Natural Language Processing tasks.
- Easy to extend for low-resourced languages.



Cross-lingual Sentence Embedding using Multi-Task Learning

Koustava Goswami^{1*}, Sourav Dutta², Haytham Assem²,
Theodorus Franssen¹ and John P. McCrae¹

¹ Data Science Institute, National University of Ireland Galway, Ireland

² Huawei Research Centre, Dublin, Ireland

{koustava.goswami, theodorus.franssen, john.mccrae}@insight-centre.org

{sourav.dutta2, haytham.assem}@huawei.com



Text Classification – Automated Chatbot

- FAQs provide a collection of Question-Answer (QA) pairs
 - “One-stop” information source for users on products and services
 - Curated and well-defined by experts
- Natural Language interface for user search.
 - Automated customer service chatbots
- User question matching with short text span for relevant answers.
 - Semantically similar retrieval – “Account login failed” versus “Unable to access my account”

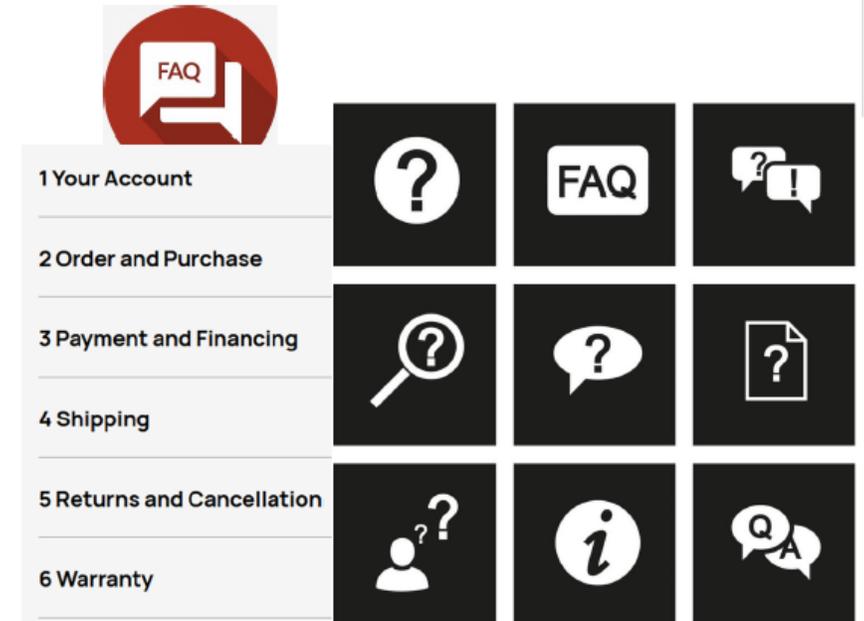


Figure 1. FAQ for user query answering.

Text Classification – Automated Chatbot

- The current trend is to fine-tune language models (BERT, XLM, etc.) or its variants for downstream multilingual sentence or short text classification tasks.
- But **fine-tuning** such large pre-trained language models is highly resource-intensive.
 - Limited training instances
 - Zero-shot transfer
- We present a practical and efficient framework based on fusing various pre-trained sentence encoders for **text classification**.

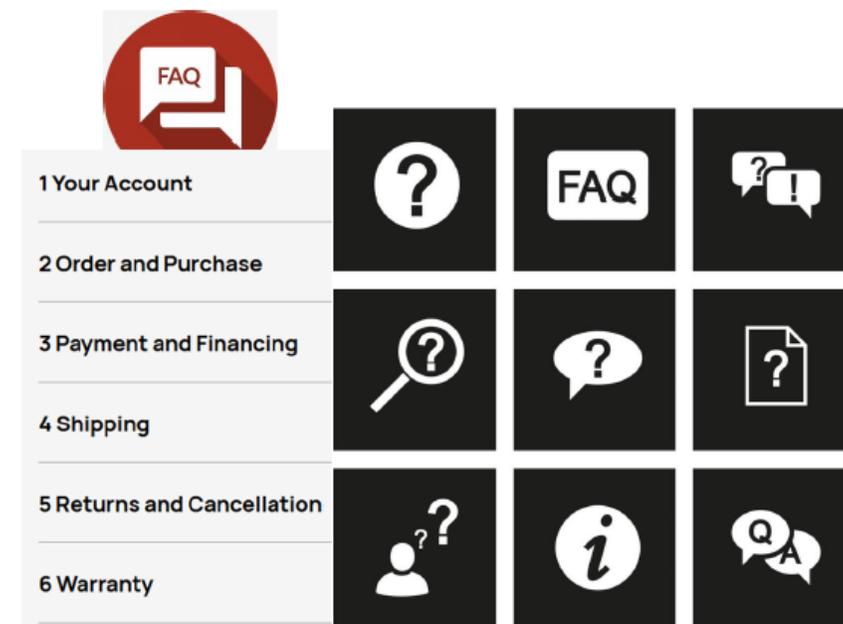
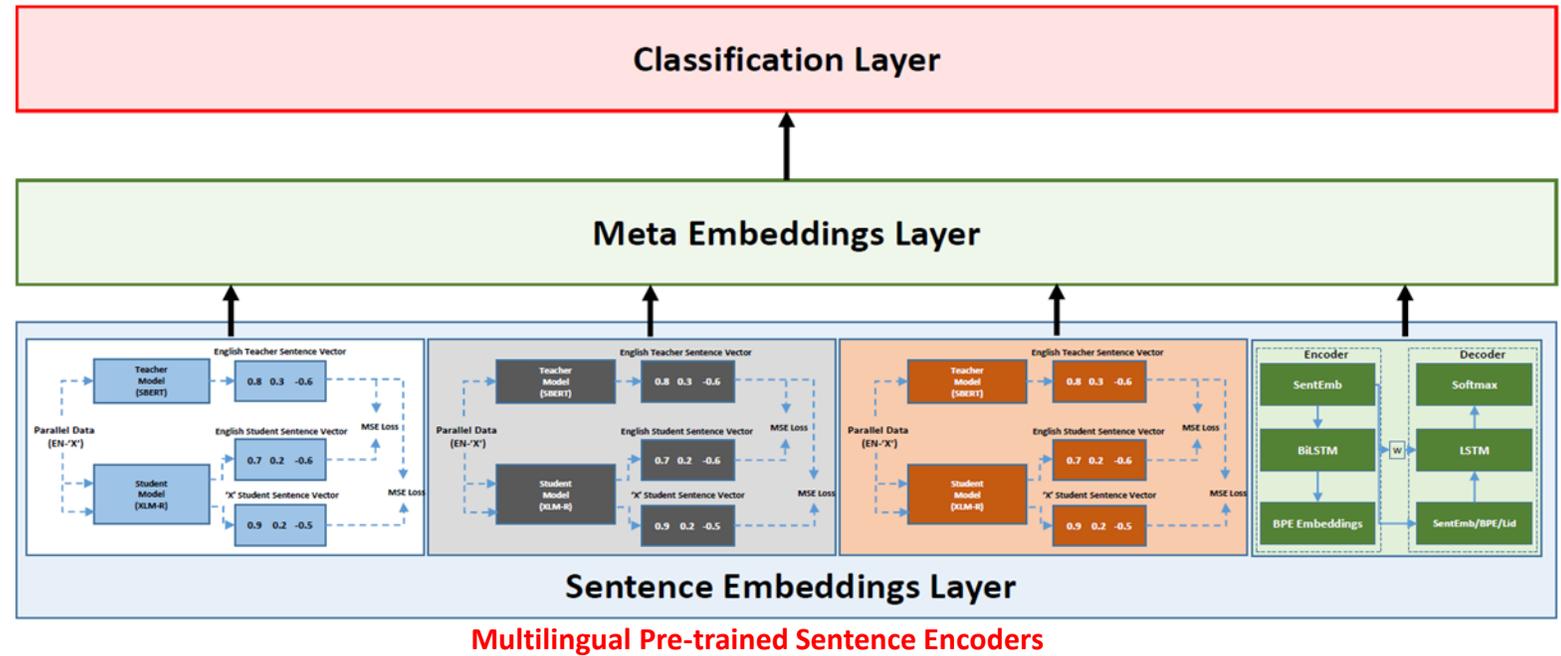


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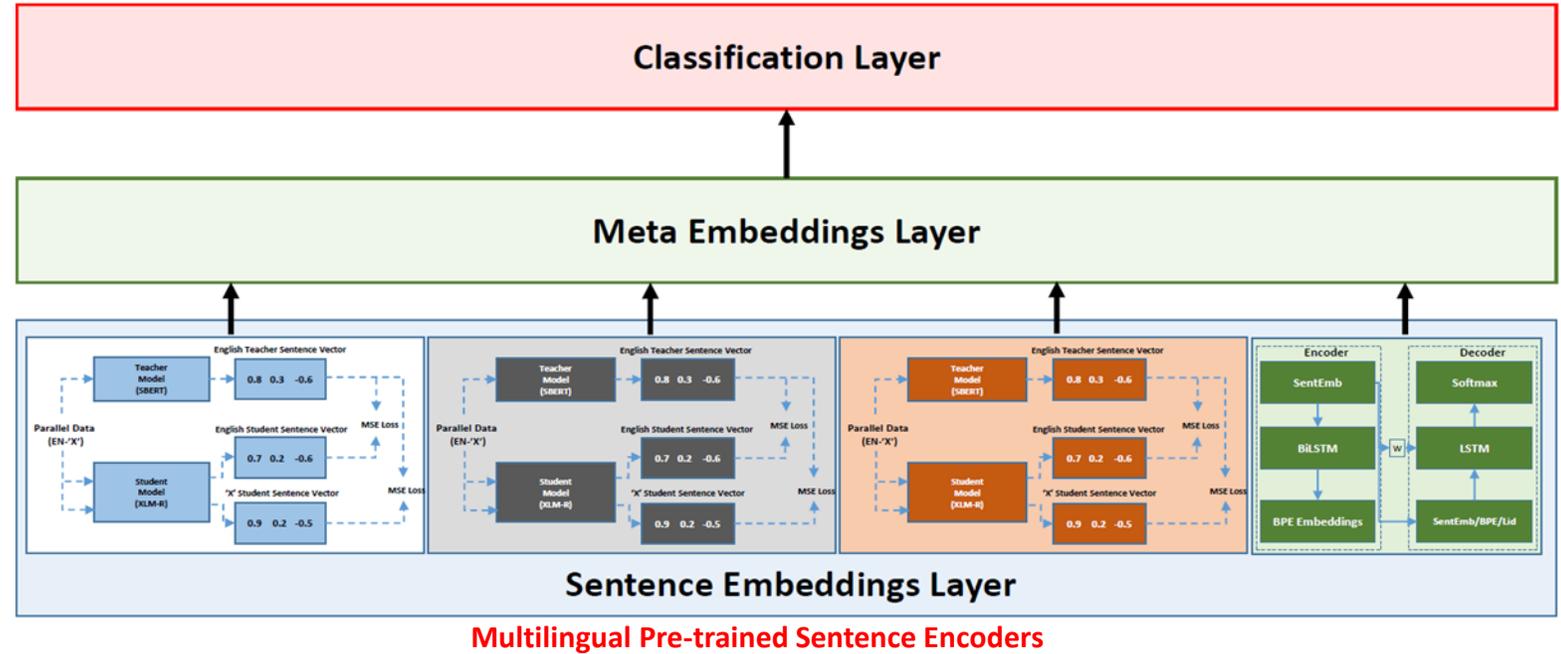
Text Classification

- We borrow from the concept of “meta-embedding”.
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 - *Concatenation of embedding*



Text Classification

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 - Multiple language models are used to understand different linguistic facets learnt by the different architectures.
 - *Concatenation of embedding*
- We stack a shallow Multi-Layer Perceptron (*MLP*) with two/three hidden layer.
- This module computes the *cross-entropy loss* for the downstream classification tasks.



The cross-entropy loss is minimized so as to increase the **inter-class separability**, and **intra-class compactness**

Evaluation on Text Classification

INTENT UNDERSTANDING RESULTS ON *NLU* DATA: ZERO-SHOT

Baseline	<i>en</i>	<i>de</i>	<i>es</i>	<i>ar</i>	<i>hi</i>	<i>zh</i>	Avg.	Training Time (hr)	Inference Time (msec)
XLM-R-large	91.4	87.4	85.9	81.3	80.5	83.7	85.03	5.834	1.76
XLM-R-base	90.2	80.8	81.3	67.7	70.4	78.7	78.19	0.762	0.59
mBERT-base	88.9	56.2	61.7	37.4	30.2	57.3	55.28	0.336	0.62
DistilBERT	87.5	50.1	56.2	28.4	18.9	45.6	47.78	0.044	0.34
LASER	88.5	83.6	84.4	78.6	72.3	63.8	78.53	0.025	0.99
SBERT	87.4	83.4	83.6	78.8	81.2	82.7	82.85	0.025	1.07
Proposed	90.7	86.2	87.3	80.7	84.9	84.4	85.70	0.025	2.90

INTENT UNDERSTANDING RESULTS ON *MTOP* DATA: ZERO-SHOT

Baseline	<i>en</i>	<i>de</i>	<i>es</i>	<i>fr</i>	<i>hi</i>	<i>th</i>	Avg.	Training Time (hr)	Inference Time (msec)
XLM-R-large	96.3	92.3	92.2	91.2	89.1	89.7	91.8	6.080	1.80
XLM-R-base	96.6	88.4	88.0	86.1	79.6	85.9	87.43	0.835	0.59
mBERT-base	95.9	58.3	67.2	65.3	37.9	33.6	59.70	0.682	0.63
DistilBERT	95.3	53.0	61.9	59.8	31.6	22.1	53.95	0.368	0.33
LASER	94.9	91.9	89.6	90.1	80.9	88.3	89.28	0.119	0.68
SBERT	94.5	89.3	91.2	86.9	87.7	86.4	89.33	0.105	0.90
Proposed	95.7	92.4	92.3	90.7	87.5	88.5	91.18	0.068	2.71

Movie Review CLASSIFICATION RESULTS: ZERO-SHOT

Baseline	<i>en</i>	<i>de</i>	<i>es</i>	<i>ar</i>	<i>hi</i>	<i>zh</i>	Avg.	Training Time (hr)	Inference Time (msec)
XLM-R-large	51.2	49.5	49.3	43.7	44.7	47.5	47.66	9.317	4.83
XLM-R-base	50.3	47.0	48.3	41.7	41.4	47.1	45.97	0.367	1.57
mBERT-base	43.8	35.5	39.8	31.6	32.1	40.8	37.27	0.305	1.49
DistilBERT	42.0	34.9	33.8	30.2	29.2	36.7	34.47	0.174	0.76
LASER	43.3	42.4	43.4	42.5	39.4	39.3	41.72	0.011	1.35
SBERT	47.2	44.7	45.5	44.2	43.3	45.1	45.00	0.011	1.89
Proposed	51.7	48.0	49.4	46.2	45.7	49.5	48.42	0.019	5.76

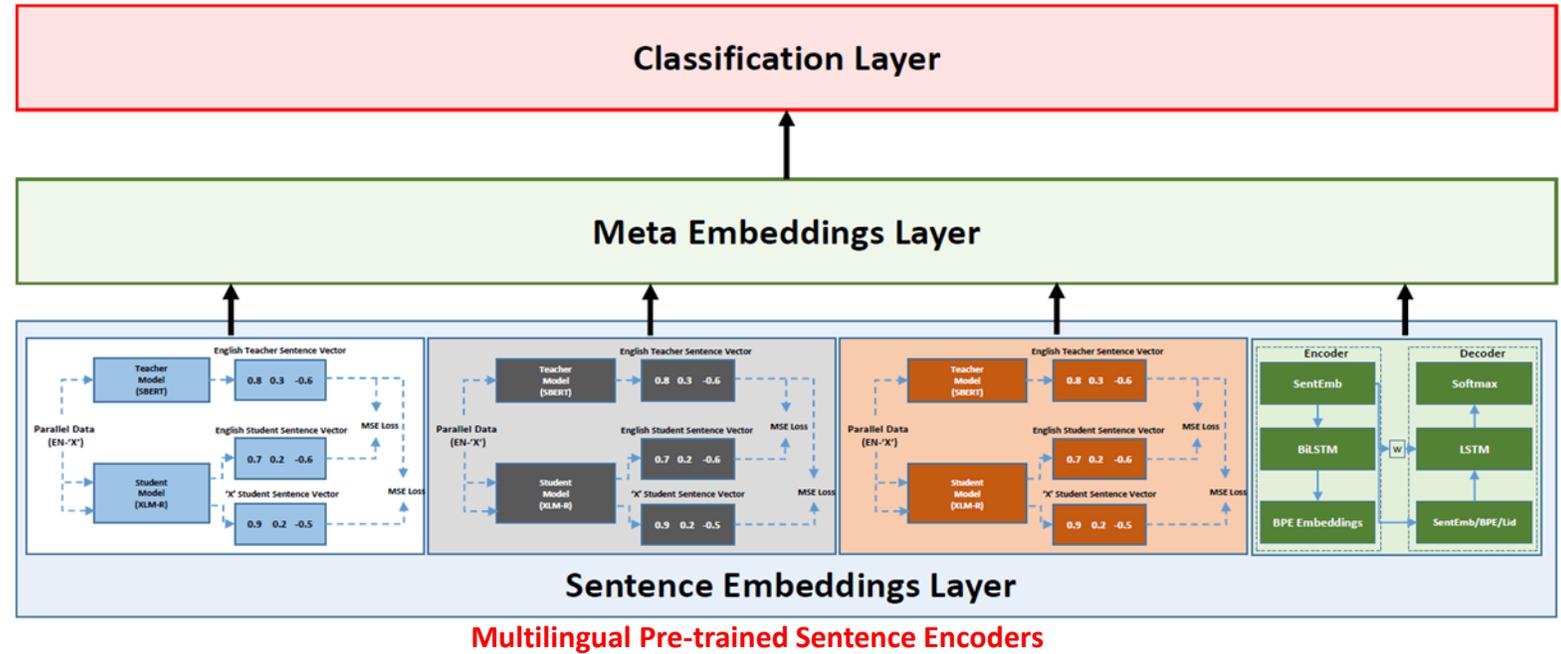
Huawei Service CATEGORIZATION RESULTS: ZERO-SHOT

Baseline	<i>zh</i>	<i>en</i>	<i>es</i>	<i>ar</i>	Avg.	Training Time (hr)	Inference Time (msec)
XLM-R-large	68.0	47.7	44.9	47.9	52.12	6.254	3.95
XLM-R-base	80.9	45.1	26.5	38.5	47.75	1.262	1.31
mBERT-base	79.6	13.0	7.0	11.0	27.65	1.660	1.36
DistilBERT	80.5	15.4	6.8	20.6	28.32	0.670	0.73
LASER	73.2	29.1	31.5	31.1	41.2	0.049	1.78
SBERT	69.8	52.5	53.5	57.3	58.2	0.031	2.12
Proposed	75.7	61.5	55.7	60.3	63.3	0.035	5.57

- A multilingual practical and efficient framework for sentence classification.
- Competitive accuracy even outperforming XLM-R-large on several datasets especially for the zero-shot setting.
- Significant gains in training time, with limited training data.

Text Classification – In a nutshell

1. *Significantly low training time*
2. *Requirement of relatively inexpensive compute*
3. *Competitive performance; and*
4. *Robustness across application domains and limited training.*



Efficient Multi-Lingual Sentence Classification Framework with Sentence Meta Encoders

Raj Nath Patel, Edward Burgin, Haytham Assem, Sourav Dutta
Huawei Research Centre, Dublin, Ireland

Email: {raj.nath.patel, edwardburgin, haytham.assem, sourav.dutta2}@huawei.com

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2021 IEEE International Conference on Big Data (IEEE BigData 2021)

December 15-18, 2021 @ Now Taking Place Virtually

Huawei Multi-Lingual E2E Stack (HAMLET)

We have successfully shown the impact of HAMLET light weight engine on various CBG Services:

❑ **Smart Customer Cloud Service:**

1. Unsupervised Aspect based Sentiment Analyzer **(70 F1 Score)**
2. Huawei Account Intent Classification **(75 F1 Score)**
3. Huawei Petal Search Understanding **(90 F1 Score)**

❑ **AI Trust & Safety:**

1. Religious comment Detection **(90 F1 Score)**
2. Spam Detection **(84 F1 Score)**

❑ **Huawei Browser:**

1. Part-of-Speech Tagging **(80 F1 Score)**
2. News Classification (Ongoing)

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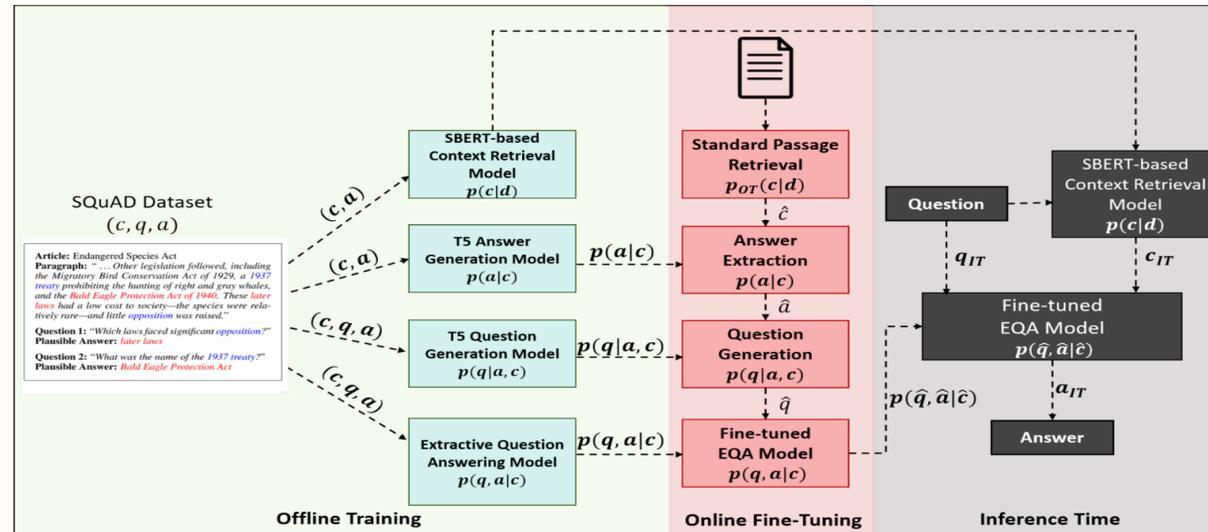


Technical & Research Topics

- Multilingual Language Models
- Intent Extraction
- Named Entity Recognition
- Question Answering
- Knowledge Graphs for NLU
- Aspect Based Sentiment Analysis

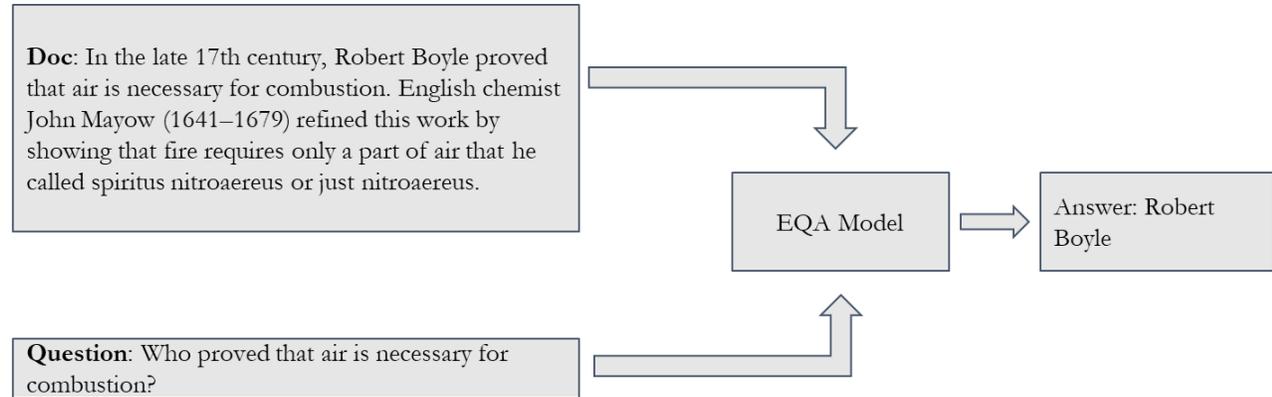
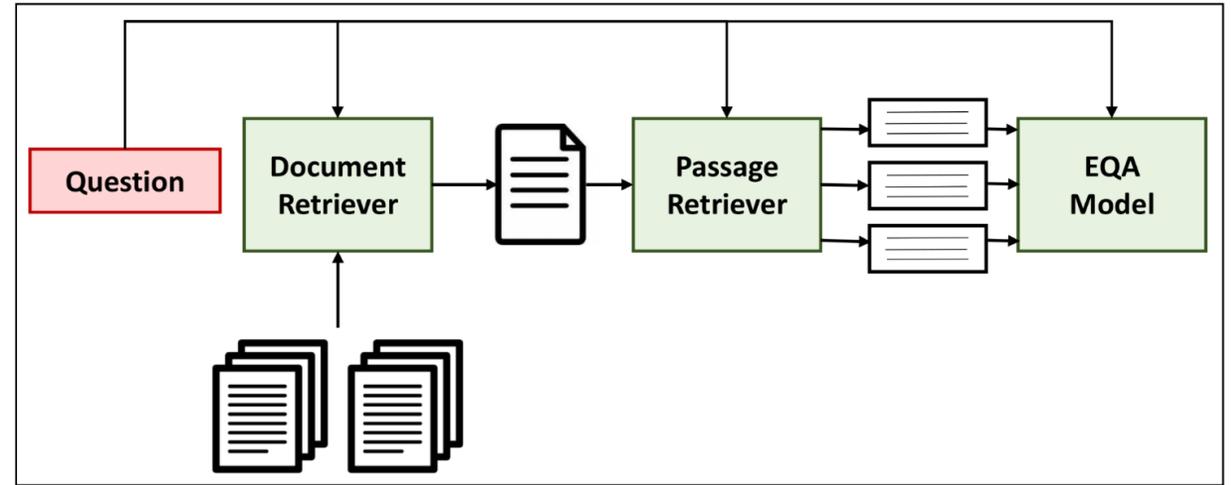
DOMAIN-AWARE QUESTION ANSWERING

The Automation of User Query Assistance



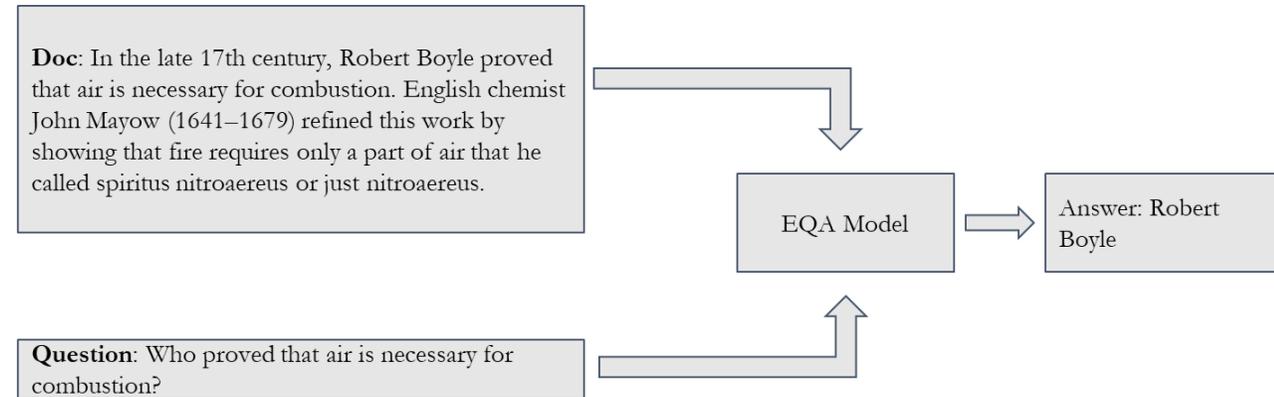
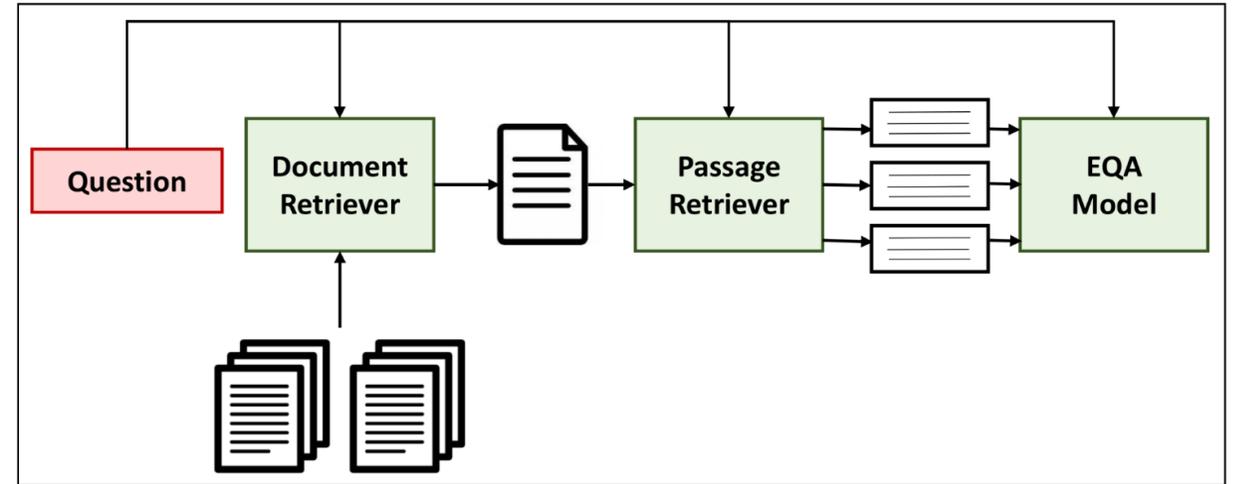
Extractive Question Answering

- Unbounded user questions.
- Expensive creation of FAQ.
- Precise and targeted answering.
- Use of free-flowing natural language documents.



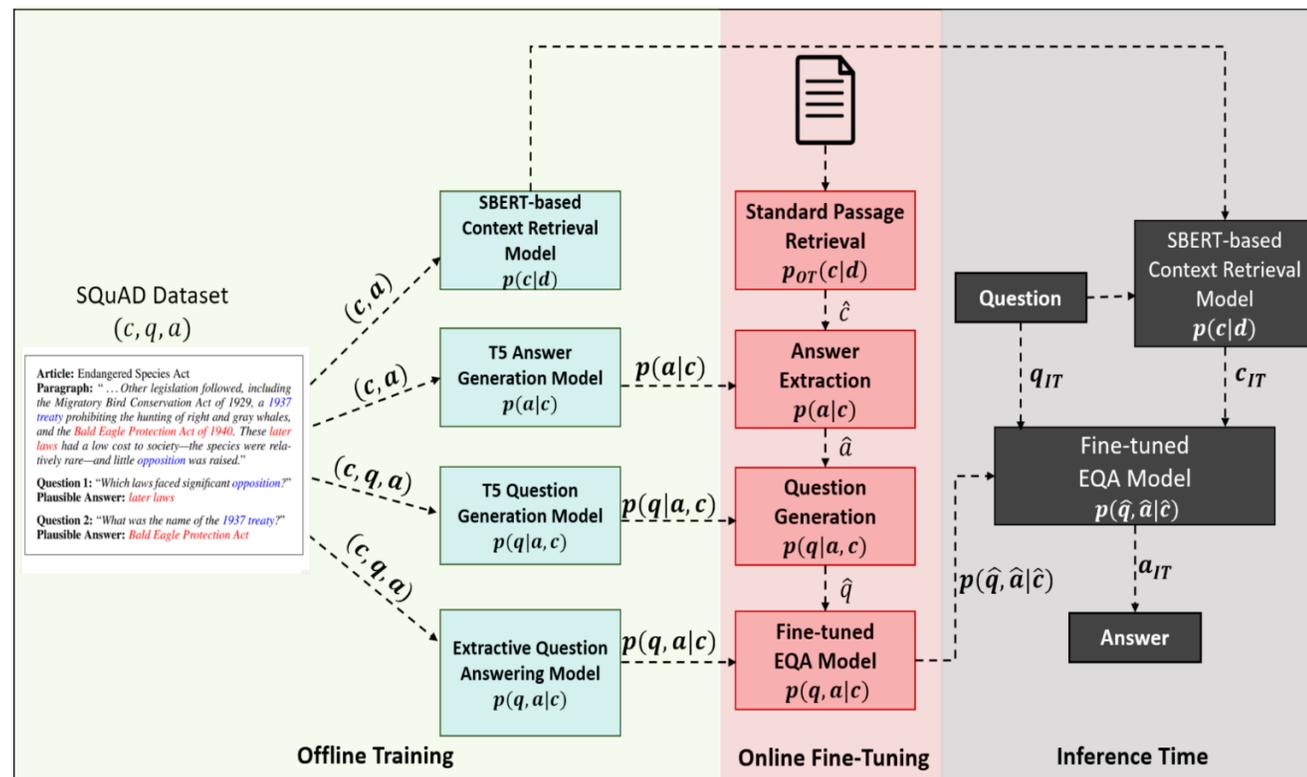
Extractive Question Answering

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-
- **Domain Adaptation:** Existing EQA pre-trained perform rather poorly in closed-domain and industrial scenarios.
 - **Domain-specific Training:** Poor availability and the expensive annotation of domain-specific data.



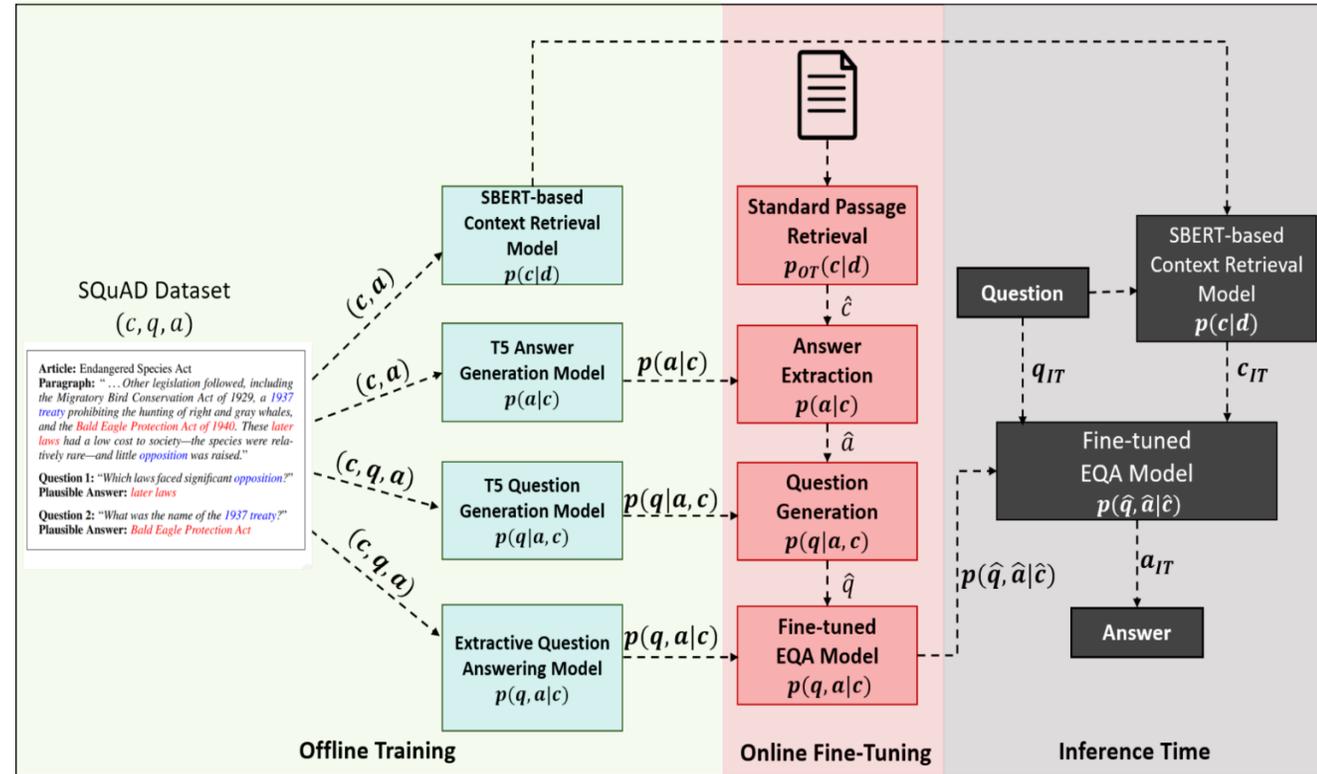
Self-Learning for QA

- *Self-learning domain adaptation:*
 - $\langle \text{Question, Answer, Context} \rangle$ triples generation using T5 model.
 - SBERT tuned to identify relevant sentences as NLI formulation.
 - QA model fine-tuned on triples using synthetic domain data.



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 - SBERT tuned to identify relevant sentences as NLI formulation.
 - QA model fine-tuned on triples using synthetic domain data.
- On arrival of user question:
 - Prune text to identify candidate context.
 - Pass pruned context to EQA model.

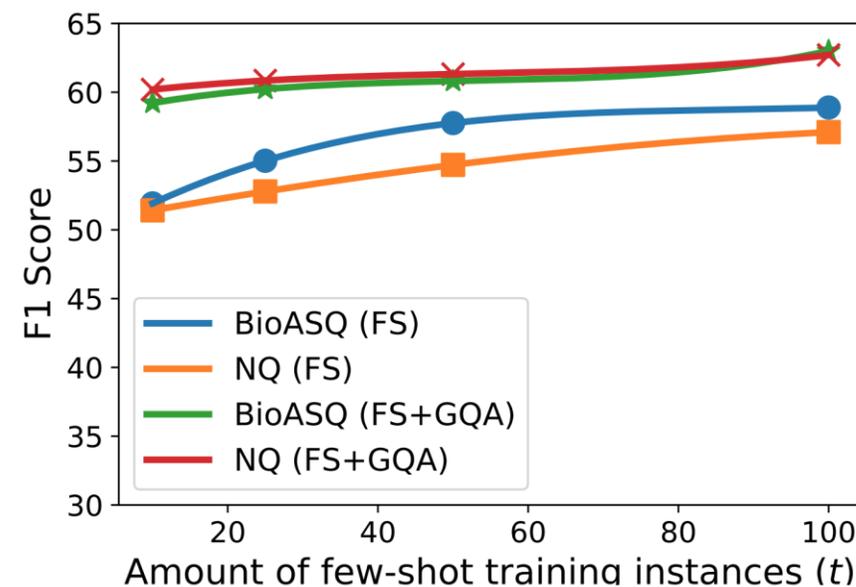


Evaluating Domain-Based QA

Model	NQ		DROP		NewsQA		BioASQ		TextBookQA	
	EM	F1								
<i>SpanBERT-SQuAD</i>	35.21	49.71	24.08	29.91	37.93	53.19	38.27	49.04	28.94	37.00
<i>SpanBERT-SQuAD-GQA</i> [‡]	45.18	60.95	31.71	40.99	40.42	57.40	46.94	58.88	33.46	44.81
<i>QASAR</i> [‡]	44.18	59.76	32.67	41.06	40.21	56.63	52.21	63.70	35.32	47.02

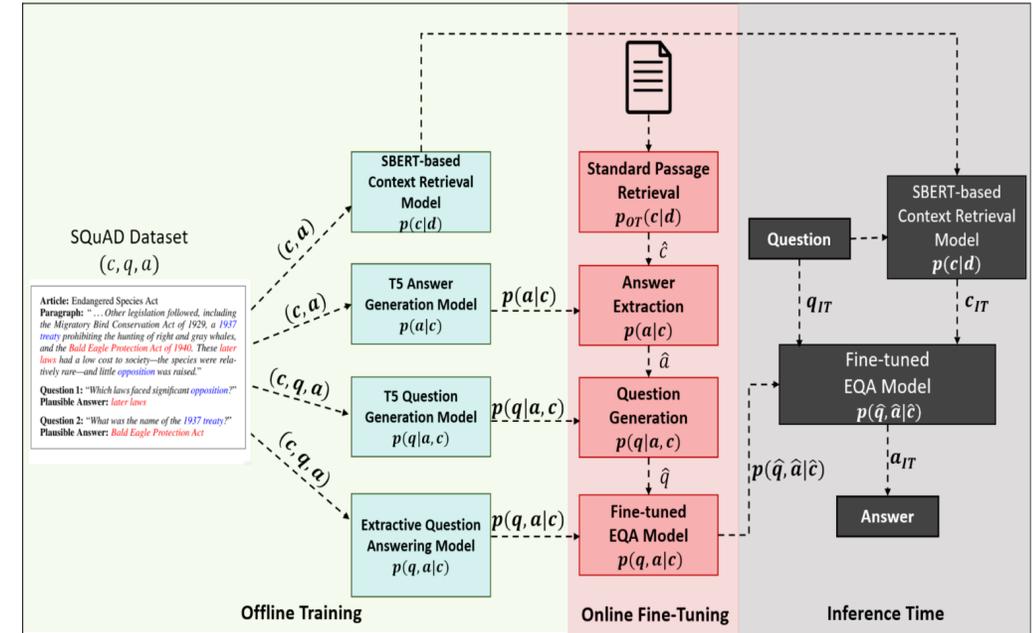
[‡] Results are *statistically significant* with $p < 1e - 5$ based on paired t-test with *SpanBERT-SQuAD*.

- We observe **significant performance improvements** in understanding domain-specific text.
 - Applicable also for open-domain QA solutions.
- Quality of user-experience is better than industrial solutions.
- Few-shot training further boosts accuracy.



Domain-Based QA – In a nutshell

- A novel and efficient question answering framework for **self-learning** based domain adaptation on closed-domain applications.
- Showcased the use of Language Models for eliminating the need of annotated domain-specific training dataset.
- Performance better than existing methodologies.



Semantic Aware Answer Sentence Selection using Self-Learning based Domain Adaptation

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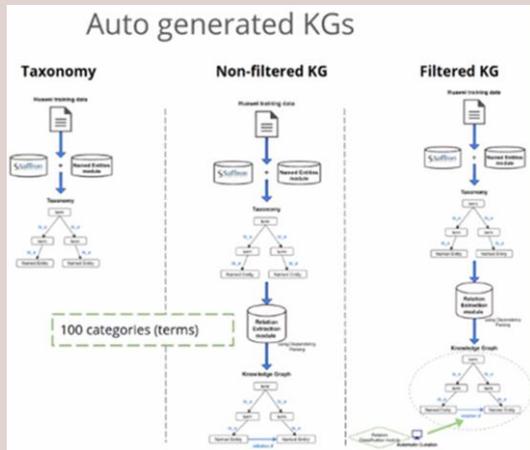
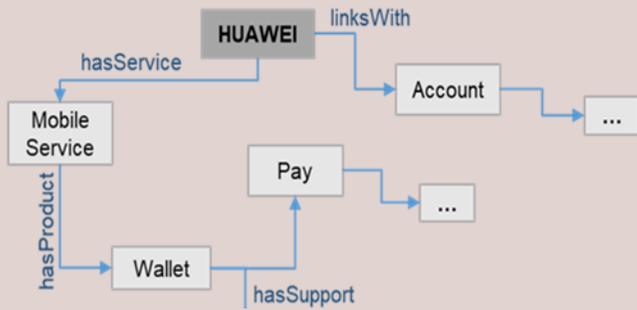
QASAR: Self-Supervised Learning Framework for Extractive Question Answering

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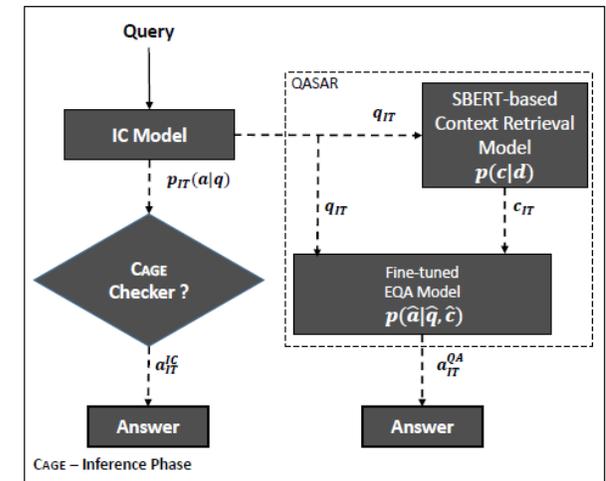
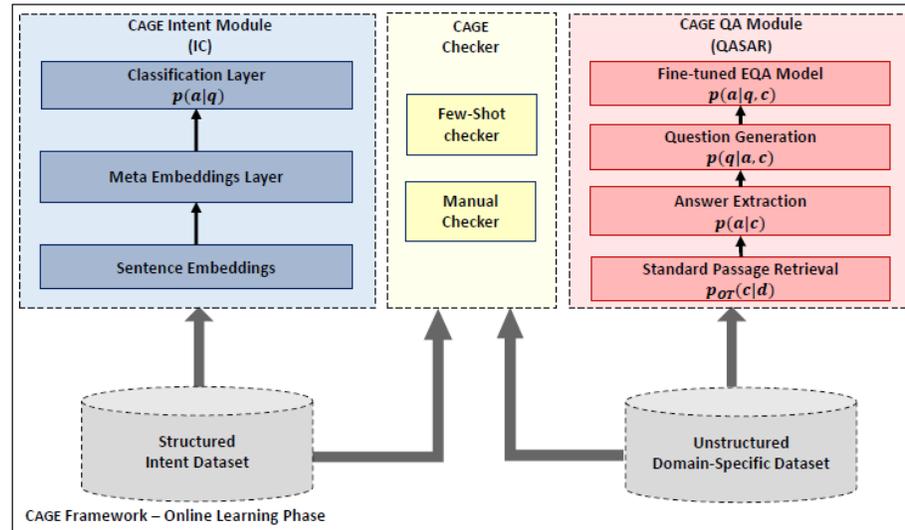
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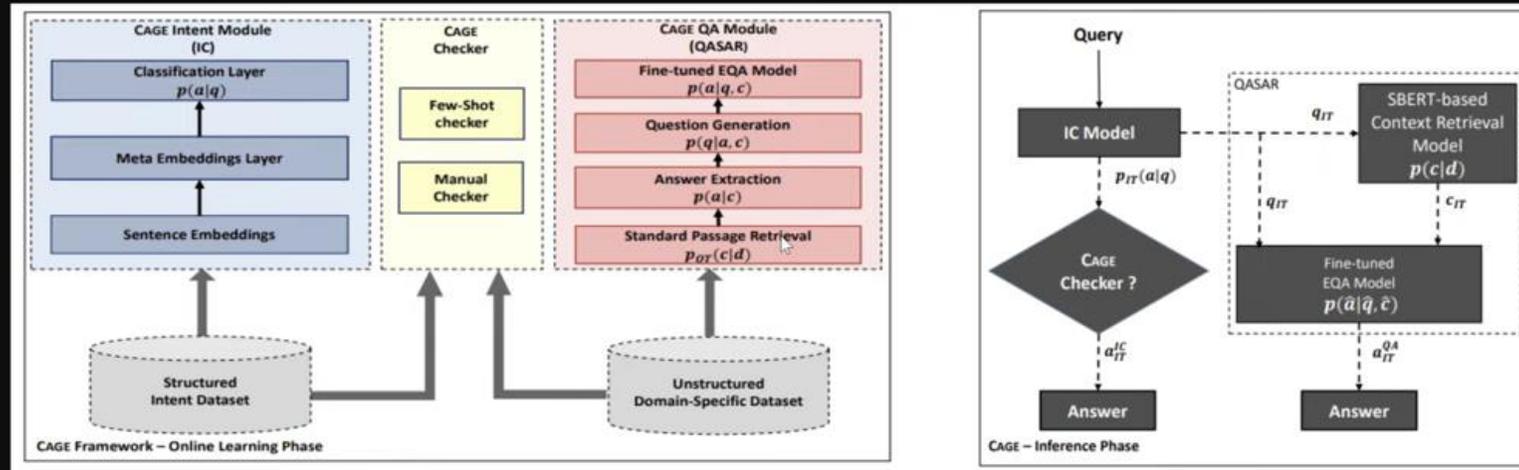


ONE-STOP INFORMATION HUB

The Intelligent Chatbot Solution



The Intelligent Chatbot Solution

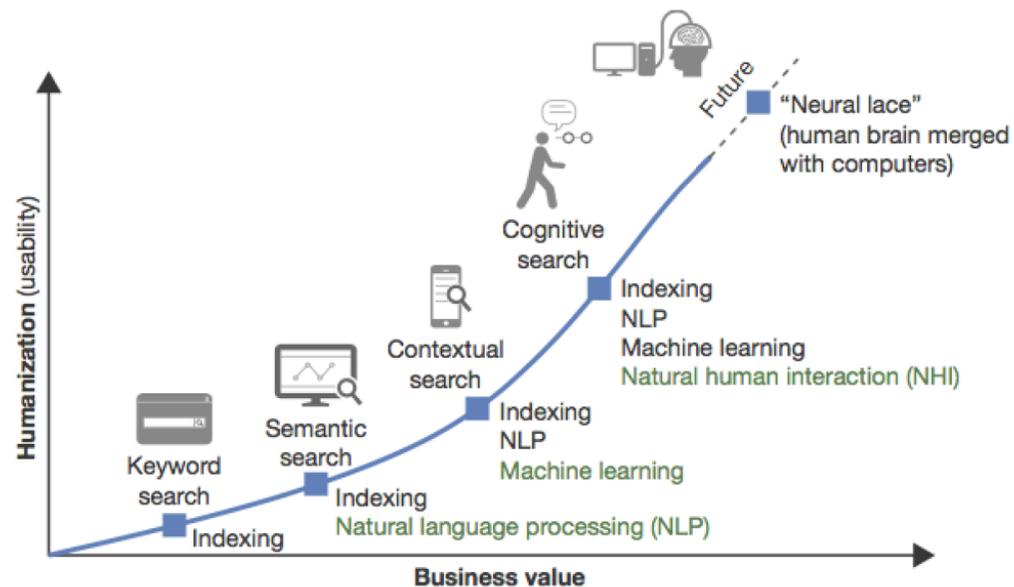


Research Contributions

Domain	Paper Title	Conference
Text Embedding	<i>Enhanced Sentence Meta-Embeddings for Textual Understanding</i>	ECIR 2022
	<i>Cross-lingual Sentence Embedding using Multi-Task Learning</i>	EMNLP 2021
	<i>Sequence-to-Sequence Learning on Keywords for Efficient FAQ Retrieval</i>	IJCAI 2021
	<i>DTAFA: Decoupling Training Architecture for FAQ Retrieval</i>	SIGDIAL 2021
	<i>Efficient Multi-Lingual Sentence Classification Framework with Sentence Meta Encoders</i>	IEEE-BigData 2021
	<i>MUFIN: Enriching Semantic Understanding of Sentence Embedding using Dual Tune Framework</i>	IEEE-BigData 2021
Question - Answering	<i>Semantic Aware Answer Sentence Selection using Self-Learning based Domain Adaptation</i>	KDD 2022
	<i>CAGE: A Hybrid Framework for Closed-Domain Conversational Agents</i>	ECML-PKDD 2022
	<i>QASAR: Self-Supervised Learning Framework for Extractive Question Answering</i>	IEEE-BigData 2021
Network Pruning	<i>Aligned Weight Regularizers for Pruning Pretrained Neural Networks</i>	ACL 2022
	<i>Self-Distilled Pruning of Deep Neural Networks</i>	ECML-PKDD 2022

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