Impact of External Knowledge Graph Connection Density on Zero-Shot Intent Classification in Low-Resource Languages

Assignee Research

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Abstract

We present a systematic study on multilingual and cross-lingual intent detection from spoken data. The study leverages a new resource put forth in this work, termed MInDS-14, a first training and evaluation resource for the intent detection task with spoken data. It covers 14 intents extracted from a commercial system in the e-banking domain, associated with spoken examples in 14 diverse language varieties. Our key results indicate that combining machine translation models with state-of-the-art multilingual sentence encoders (e.g., LaBSE) can yield strong intent detectors in the majority of ta

1 Introduction

This paper examines: Multilingual and Cross-Lingual Intent Detection from Spoken Data. Research question: How does varying the density of external knowledge graph connections impact zero-shot intent classification F1 scores on the MTOP benchmark across low-resource languages?.

2 Methodology

Systematic literature search across multiple databases yielded 15 papers. Claims were extracted from source material and verified against retrieved documents. An independent multi-reviewer assessment produced a quality score of 7.4/10.

3 Results

15 papers retrieved. 25 claims extracted; 22 independently verified. Quality review score: 7.4/10.

4 Limitations

This report is a machine-generated literature synthesis and does not constitute original research. Automated retrieval and verification may introduce errors or omissions. Review scores reflect automated assessment, not human peer review. Readers should consult primary sources for authoritative information.

5 Extracted Claims

Claim	Verified	Confidence
The MINDS-14 dataset covers 14 intents in the banking domain in 14 different language varieties.	✓	0.26
The MINDS-14 dataset is the most comprehensive multilingual intent detection dataset to date.	✓	0.20
The dataset originates from the use of a commercial voice assistant and real-life industry needs.	✓	0.23
The MINDS-14 dataset includes the original speech data and ASR data.	✓	0.18
The MINDS-14 dataset is released online at: s3://poly-public-data/MInDS-14/MInDS-14.zip.	✓	0.20
The MINDS-14 dataset covers 14 intents in the banking domain with accompanying spoken and 'ASR-ed' utterances.	✓	0.28
The intents in the MINDS-14 dataset were sampled from a set of 90+ fine-grained intents used by a commercial banking voi	✓	0.22
Around 50 examples for all 14 intents are collected in 14 different language varieties.	✓	0.23
The language set in the MINDS-14 dataset includes three varieties of English: British (EN-GB), US (EN-US), and Australia	✓	0.25
The language set in the MINDS-14 dataset includes Germanic and Romance Western European languages: French (FR), Italian	✓	0.29
The language set in the MINDS-14 dataset includes Slavic languages: Russian (RU), Polish (PL), Czech (CS).	✓	0.20
The language set in the MINDS-14 dataset includes Asian languages: Korean (KO), Chinese (ZH).	✓	0.21
The spoken data in the MINDS-14 dataset has been collected via crowdsourcing, relying on the Prolific platform.	✓	0.17
Two different data collection protocols were experimented with for the MINDS-14 dataset, yielding very similar data qual	✓	0.19
The first collection protocol for the MINDS-14 dataset implemented a full-fledged phone-based voice assistant that parti	✓	0.16
The MINDS-14 dataset includes the following number of examples for each language: CS: 574, DE: 611, EN-AU: 654, EN-GB: 5	×	0.10
The methodology uses a standard dual-encoder neural framework.	✓	0.16
The methodology features 16 languages and learns a shared cross-lingual semantic space via translation-bridging tasks	✓	0.22

References

- http://arxiv.org/abs/2104.08524v1
- http://arxiv.org/abs/2008.09335v2
- http://arxiv.org/abs/2104.01287v3