

Dealing with Information-rich Inquiries

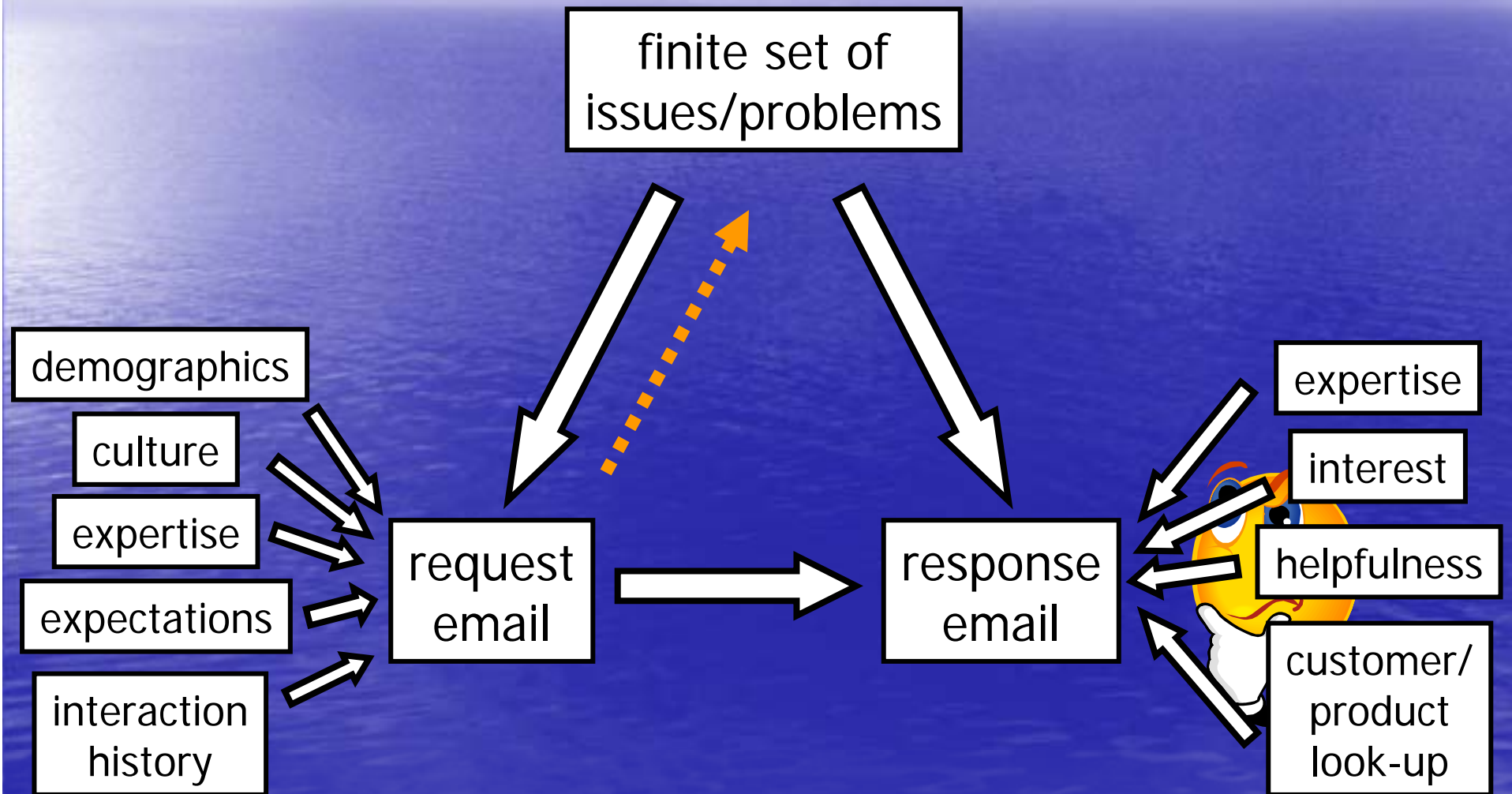
Yuval Marom
Monash University

HCSNet Priority Area Workshop on
Next-Generation Search Technology
Melbourne, 21-22 September 2006

Example request email

I have a couple of questions. the first is regarding the Battery. I tried to charge My handheld last night and in the morning it still would not respond or turn on... The other question I had is pretty easy, I looked all over both compaq and hp sites and cannot find out how to download music on my Media Player. This is very important to me and much appreciate the help

Response-generation process



Back to example request

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nd emotional user?
nd... subjective info + few actions = novice user?

Challenges for Next-Generation Search Technologies

- address email-based queries
- co-exist with human-based services
- need better understanding of user
- leading to better representations

- cognitive modelling?
- HCI issues?