The 2019 Conference of the North American Chapter of the Association for Computational Linguistics: Human Language Technologies

Proceedings of the Conference Vol. 2 (Industry Papers)

June 2 - June 7, 2019
Introduction

We welcome you to the second installment of the NAACL-HLT Industry Track.

Introduced at NAACL-HLT 2018 in New Orleans, the industry track provides a forum for researchers, engineers and application developers to exchange ideas, share results and discuss use cases of successful deployment of language technologies in real-world settings. The inaugural Industry track was very successful in terms of both participation during the conference and feedback received through the post-conference survey.

Continuing the industry track into its second year, we took stock of the opinions that participants and organizers shared about the separate industry track. Many recognized the need to reflect the shift in contemporary NLP work which has grown substantially outside academic and research organizations into industry. On the other hand, there was a concern that the industry track unfairly advantaged industry-affiliated participants. This year we have taken small steps towards integrating the industry track more into the conference by adhering to the same standards as the main track of the conference in terms of timelines and acceptance ratios. At the same time, we have made conscious attempts to welcome all constituents of the NAACL conferences to this new track.

Submissions to the industry track were solicited from all members of the NAACL community including but not limited to students, practitioners and researchers. The call for papers focused on advances and challenges in the deployment of language processing technologies in real-world systems. Following the same deadlines and policies as the main track of the NAACL-HLT 2019 conference, we have aimed to eliminate the perceptions of unfair advantages to papers submitted to the industry track.

Despite moving the submission deadline to over a month earlier and requiring that the authors choose the most suitable track for their papers, we received 124 abstracts and 114 paper submissions, a 25% year-over-year increase. Twelve percent of the submissions were rejected without review due to incompleteness, non-compliance with format requirements or submission policies (such as the double submission policy). We saw a remarkable increase in papers that were co-authored by researchers in academia and industry labs: 48% vs. 29% in 2018.

Submitted papers were reviewed by our program committee with rich representation of the present spectrum of NLP researchers and professionals. Each submission was reviewed by at least three members of the program committee. Reviews solicited committee opinions along two primary aspects: focus on real-world applications and lessons offered by the paper. Reviews also took into consideration clarity, methodological rigor, ethical use of datasets and compliance with conference guidelines. Thanks to the enthusiastic and diligent efforts of the industry track program committee, the reviews were completed on time. We accepted 28 papers based on committee recommendations as well as alignment of the papers with the goals of industry track. The acceptance rate reduced from 33% to 28% compared to NAACL-HLT 2018.

The Industry Track program this year will consist of two oral sessions (5 papers each) and one poster session (18 posters). The presentation format was determined based on reviewer recommendations as well as a paper’s overall score. The first oral session will address various challenges of using language technologies in real-world applications. One of the common themes for many papers in this session is ensuring system robustness towards new domains, locales or user inputs in a variety of different applications. The second oral session showcases several deployed systems. In addition to discussing the choices made for system architecture and standard evaluation metrics, these papers also report the impact on end users, the ultimate test of a system’s usefulness. Work presented in the poster session paints a rich picture of the many real-world applications of NLP and speech technologies and the challenges associated with these applications.
NAACL-HLT 2019 Industry Track also features the “Careers in NLP” panel discussion. The rebranded edition of this panel discussion recognizes the diversity of NLP careers today. Traditional career paths have typically led NLP researchers into academia, industrial labs, and government agencies. Today, we also see an increase in roles at startup companies and an emerging NLP practitioner role in industry that intersects with software, data, and product. As last year, the panel will be moderated by Philip Resnik, professor at the University of Maryland, and we expect the conversation to include trends in NLP careers, emerging skills, prominent challenges and opportunities for cross-functional collaboration as NLP professionals in today’s organizations, and more.

The NAACL-HLT 2019 industry track program is the culmination of the small steps we have taken towards elevating and integrating this track further into the conference. We hope the program we have put together will strengthen the community’s resolve to continue to organize and attend a similar track at future conferences.

On a personal note, we recognize the privilege of chairing the NAACL-HLT 2019 Industry Track. We thank the conference general chair, Jill Burstein, for inviting us to the organizing committee. Thanks also to Program Chairs Christy, Ted and Thamar as well as all members of the organizing committee. We were generously helped by every member of this committee over the past year and organizing this track was possible only with their advice and efforts. We once again recognize and thank every member of the industry track program committee for volunteering their time. Finally, thanks to the authors and attendees of the industry track for embracing this initiative and offering a reason to continue the industry track at NAACL-HLT conferences.

Anastassia, Michelle, Rohit
Industry Track Co-chairs:

Rohit Kumar
Anastassia Loukina, Educational Testing Service
Michelle Morales, IBM

Program Committee:

Nitin Agarwal, Microsoft
Sachin Agarwal, Apple
Hua Ai, Delta Airlines
Alan Akbik, Zalando Research
Miguel Ballesteros, IBM Research AI
Nikoletta Basiou, SRI International
Frederic Bechet, Aix-Marseille Université
Trung Bui, Adobe Research
Donna Byron, IBM Cognitive Applications
Vitor Carvalho, Intuit AI
Francisco Casacuberta, Universitat Politècnica de València
Praveen Chandar, Spotify
Sourish Chaudhuri, Google Inc
Ciprian Chelba, Google
Wei Chen, Google
John Chen, Interactions LLC
Laura Chiticariu, IBM Watson
Justin Chiu, Avrio AI
Brooke Cowan, Expedia Group
Deborah Dahl, Conversational Technologies
Lingjia Deng, Bloomberg L.P.
Giuseppe Di Fabbrizio, VUI Inc.
Matthew Dunn, LivePerson
Keelan Evanini, Educational Testing Service
Oliver Ferschke, M*Modal
Michael Flor, Educational Testing Service
Rashmi Gangadharaih, AWS AI Amazon
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Rahul Goel, Amazon Alexa
Anuj Goyal, Amazon Alexa
Dilek Hakkani-Tur, Amazon Alexa AI
Sanjika Hewavitharana, eBay
Derrick Higgins, American Family Insurance
Lynette Hirschman, MITRE
Yufang Hou, IBM Research
Javid Huseynov, IBM
Rahul Jha, Microsoft Corporation
Mahesh Joshi, LinkedIn
Adi Kalyanpur, Elemental Cognition
Kartikay Khandelwal, Facebook
Saurabh Khanwalkar, Bose Corporation
Isabel Trancoso, INESC-ID / IST
Keith Trnka, 98point6 Inc.
Ling Tsou, SDL
Gokhan Tur, Uber
Ngoc Phuoc An Vo, IBM Research
Xinhao Wang, Educational Testing Service
Yi-Chia Wang, Uber AI
Jason D Williams, Apple

Careers in NLP Panel:

Judith L. Klavans, Independent
Yunyao Li, IBM Research
Owen Rambow, Elemental Cognition
Philip Resnik (Moderator), University of Maryland
Joel Tetreault, Grammarly
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Conference Program

Monday, June 3, 2019

13:00–14:30  Careers in NLP Panel

Tuesday June 4, 2019

09:00–10:30  Oral Sessions (long papers) and Posters (long and short papers)

Session 4E (Industry): Real world challenges

09:00–09:18  Enabling Real-time Neural IME with Incremental Vocabulary Selection
Jiali Yao, Raphael Shu, Xinjian Li, Katsutoshi Ohtsuki and Hideki Nakayama

09:18–09:36  Locale-agnostic Universal Domain Classification Model in Spoken Language Understanding
Jihwan Lee, Ruhi Sarikaya and Young-Bum Kim

09:36–09:54  Practical Semantic Parsing for Spoken Language Understanding
Marco Damonte, Rahul Goel and Tagyoung Chung

09:54–10:12  Fast Prototyping a Dialogue Comprehension System for Nurse-Patient Conversations on Symptom Monitoring
Zhengyuan Liu, Hazel Lim, Nur Farah Ain Suahimi, Shao Chuen Tong, Sharon Ong, Angela Ng, Sheldon Lee, Michael R. Macdonald, Savitha Ramasamy, Pavitra Krishnaswamy, Wai Leng Chow and Nancy F. Chen

10:12–10:30  Graph Convolution for Multimodal Information Extraction from Visually Rich Documents
Xiaojing Liu, Feiyu Gao, Qiong Zhang and Huasha Zhao

15:30–17:00  Oral sessions (long papers) and Posters (long and short papers)
Tuesday June 4, 2019 (continued)

Session 6E (Industry): Deployed systems

Budhaditya Deb, Peter Bailey and Milad Shokouhi

15:48–16:06 Goal-Oriented End-to-End Conversational Models with Profile Features in a Real-World Setting
Yichao Lu, Manisha Srivastava, Jared Kramer, Heba Elfardy, Andrea Kahn, Song Wang and Vikas Bhardwaj

16:06–16:24 Detecting Customer Complaint Escalation with Recurrent Neural Networks and Manually-Engineered Features
Wei Yang, Luchen Tan, Chunwei Lu, Anqi Cui, Han Li, Xi Chen, Kun Xiong, Muzi Wang, Ming Li, Jian Pei and Jimmy Lin

16:24–16:42 Multi-Modal Generative Adversarial Network for Short Product Title Generation in Mobile E-Commerce
Jianguo Zhang, Pengcheng Zou, Zhao Li, Yao Wan, Xiuming Pan, Yu Gong and Philip S. Yu

16:42–17:00 A Case Study on Neural Headline Generation for Editing Support
Kazuma Murao, Ken Kobayashi, Hayato Kobayashi, Taichi Yatsuka, Takeshi Masuyama, Tatsuru Higurashi and Yoshimune Tabuchi

Wednesday June 5, 2019

15:30–16:30 Oral Sessions (short papers) and Posters (Industry)

Session 9F: Industry posters

15:30–16:30 Neural Lexicons for Slot Tagging in Spoken Language Understanding
Kyle Williams

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Stanislav Peshterliev, John Kearney, Abhyuday Jagannatha, Imre Kiss and Spyros Matsoukas

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