

Accepted Manuscript

Annotating and Modeling Empathy in Spoken Conversations

Firoj Alam, Morena Danieli, Giuseppe Riccardi

PII: S0885-2308(17)30133-X
DOI: [10.1016/j.csl.2017.12.003](https://doi.org/10.1016/j.csl.2017.12.003)
Reference: YCSLA 903

To appear in: *Computer Speech & Language*

Received date: 17 May 2017
Revised date: 10 October 2017
Accepted date: 7 December 2017

Please cite this article as: Firoj Alam, Morena Danieli, Giuseppe Riccardi, Annotating and Modeling Empathy in Spoken Conversations, *Computer Speech & Language* (2017), doi: [10.1016/j.csl.2017.12.003](https://doi.org/10.1016/j.csl.2017.12.003)



This is a PDF file of an unedited manuscript that has been accepted for publication. As a service to our customers we are providing this early version of the manuscript. The manuscript will undergo copyediting, typesetting, and review of the resulting proof before it is published in its final form. Please note that during the production process errors may be discovered which could affect the content, and all legal disclaimers that apply to the journal pertain.

Highlights

- We address two related problems in automatic affective behavior analysis: the design of the annotation protocol and the automatic recognition of empathy from spoken conversations.
- We propose and evaluate an annotation scheme for empathy inspired by the modal model of emotions.
- We investigated features derived from the lexical and acoustic spaces.
- We evaluated automatic classification system on call center conversations, where it showed significantly better performance than the baseline.

Download English Version:

<https://daneshyari.com/en/article/6951475>

Download Persian Version:

<https://daneshyari.com/article/6951475>

[Daneshyari.com](https://daneshyari.com)