

## EVALITA 2009

### Spoken Dialogue System Task: Reference Database

In this document we will present the structure of the database representing the dominium knowledge base for Speech Dialogue task and will give some example of possible dialogue scenarios.

The database structure is very simple so it is not necessary to produce the Entity/Relationship diagram, now we will proceed at describing the data logical model.

The proposed database is formed by four relational tables, (henceforth all tables, attribute and instances values names will be given in Italian): CLIENTI, ORDINI, PRODOTTI, RAPPRESENTANTI.

For each table attribute names are listed in related figures:

#### CLIENTI

idcliente	idrappresentante	nome_negozio	nome	cognome	indirizzo	citta'	partita_iva	codice_fiscale

#### ORDINI

id_ordine	quantita	codice_prodotto	id_cliente	data

#### PRODOTTI

codice_prodotto	marca	categoria_prodotto	descrizione_prodotto	prezzo_unitario	sconto	quantita_per_sconto

#### RAPPRESENTANTI

id_rappresentante	nome	cognome

#### Further notes:

- The list of CLIENTI/Customers is formed by about 200 instances. Last names have been chosen as follows: 85% of family names occurrences in the database chosen from the top 20 in a frequency list of Italian surnames, remaining 15% randomly taken by a list of not frequent ones, consequently we have 50 different surnames in the list, 20 of these are repeated four times but with different first name and different relation to a salesman, some homonymy may occur;
- RAPPRESENTANTI/Salesmen (10 instances) last names are obtained transforming a list of common Italian names of towns, colors and objects into possible surnames.
- PRODOTTI/products catalogue list is formed by about 80 instances. Salesmen sell food items usually found in a common grocery shop, (pane, pasta, latte etcetera) marks are chosen as fantasy names.

- ORDINI/orders table has been initiated with about 200 instances, one record for each customer.

## Basic scenarios:

Speech Dialogue System (SDS) offers Salesforce support to ask information about assigned customers, products and to create or review invoices. The SDS should allow at least the following scenarios:

### 1. Scenario 1

An agent can ask information about a specific customer and review the open invoices for that customer.

### 2. Scenario 2

An agent can register a new invoice for a customer which includes at least 2 positions with product, quantity and price, the system applies discounts if quantity is greater or equal to value of attribute `quantita_per_sconto` in PRODOTTI table.

### 3. Scenario 3

An agent can ask about at least 2 products in the product catalogue to know the price, discount and minimum quantity for discount (if present).

## File format

The present document is zipped together with a MySQL 5.0 script that can be used to generate the whole database and with an equivalent XML dump of the database.

Detailed database structure:

### clienti

Field	Type
id_cliente	int(11)
nome_negozio	varchar(255)
nome	varchar(255)
cognome	varchar(255)
indirizzo	varchar(255)
citta	varchar(255)
partita_iva	varchar(11)
Codice_fiscale	varchar(16)
id_rappresentante	int(11)

### ordini

Field	Type
id_ordine	int(11)
quantita	int(11)
codice_prodotto	int(11)
id_cliente	int(11)
data	date

### prodotti

Field	Type
codice_prodotto	int(11)
marca	varchar(255)
categoria_prodotto	varchar(255)
descrizione_prodotto	varchar(255)
o	
prezzo_unitario	float
sconto	float
quantita_per_sconto	int(11)

### rappresentanti

Field	Type
id_rappresentante	int(11)
nome	varchar(255)
cognome	varchar(255)