

Conversation Mining

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This poster presents preliminary work on understanding how people use instant messaging (IM) to coordinate activities, schedule tasks and make recommendations to each other. Opinion mining was used to identify user intentions as a means for extracting potentially valuable recommendation information. In the first stage, a field study was performed to collect IM conversation among participants attempting to accomplish one or more pre-defined planning tasks using Yahoo! messenger. The IM data was then analyzed to identify its unique characteristics, especially in comparison with other user-created content such as product reviews or weblogs. In the second stage, a literature review in the field of opinion mining was conducted with emphasis on determining the feasibility of and identifying challenges to applying state-of-the-art opinion mining approaches to conversation data. Possible solutions to those challenges were subsequently proposed.