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Abstract

We present a new approach for the detection of negative versus non-negative emotions from Human-computer dialogs in the specific domain of call centers. We argue that it is possible to improve emotion detection without using additional information being linguistic or contextual. We show that no-answers are emotional salient words and that it is possible to improve the accuracy of the classification of Human-computer dialogs by taking advantage of the high accuracy achieved on no-answer turns. We also show that stacked generalization using neural networks and SVM as base models improves the accuracy of each model while the combination of the no-model and the dialog model improves the accuracy of the dialog-model alone by 13%.

Keywords : emotion detection, Human-computer system dialogs, machine learning