WHAT'S PRACTICAL WHEN IN NATURAL LANGUAGE APPLICATIONS

Gary G. Hendrix

Symantec Corporation
10201 Torre Avenue
Cupertino, Ca 95014

ABSTRACT

It is one thing to write research papers
or build laboratory software addressing
some tough natural-language phenomenon.
It is quite another to build natural
language capabilities into a product that
has to support real people doing real
work. This presentation is about the
latter. A hard look is taken both at the
kinds of applications today's NL
technology is really able to support and
at some of the not-so-technical problems
that can arise when NL technology is
employed. The capabilities of current NL
products are evaluated, and insights
gained from basic research are reviewed as
a guide to forecasting future engineering
developments and to identifying major
technical obstacles blocking the
advancement of applications.