On the role of context and prosody in the interpretation of 'okay'

Abstract

We examine the effect of contextual and acoustic cues in the disambiguation of three discourse-pragmatic functions of the word *okay*. Results of a perception study show that contextual cues are stronger predictors of discourse function than acoustic cues. However, acoustic features capturing the pitch excursion at the right edge of *okay* feature prominently in disambiguation, whether other contextual cues are present or not.

1 Introduction

CUE PHRASES (also known as DISCOURSE MARKERS) are linguistic expressions that can be used to convey explicit information about the structure of a discourse **or** to convey a semantic contribution (Grosz and Sidner, 1986; Reichman, 1985; Cohen, 1984). For example, the word *okay* can be used to convey a 'satisfactory' evaluation of some entity in the discourse (*the movie was okay*); as a backchannel in a dialogue to indicate that one interlocutor is still attending to another; to convey acknowledgment or agreement; or, in its 'cue' use, to start or finish a discourse segment (Jefferson, 1972; Schegloff and Sacks, 1973; Kowtko, 1997; Ward and Tsukahara, 2000). A major question is how speakers indicate and listeners interpret such variation in meaning. From a practical perspective, understanding how speakers and listeners disambiguate cue phrases is important to spoken dialogue systems, so that systems can convey potentially ambiguous terms with their intended meaning and can interpret user input correctly.

There is considerable evidence that the different uses of individual cue phrases can be distinguished by variation in the prosody with which they are realized. For example, (Hirschberg and Litman, 1993) found that cue phrases in general could be disambiguated between their 'semantic' and their 'discourse marker' uses in terms of the type of pitch accent borne by the cue phrase, the position of the phrase in the intonational phrase, and the amount of additional information in the phrase. Despite the frequence of the word *okay* in natural dialogues, relatively little attention has been paid to the relationship between its use and its prosodic realization. (Hockey, 1993) did find that *okay* differs in terms of the pitch contour speakers use in uttering it, suggesting that a final rising pitch contour "categorically marks a turn change," while a downstepped falling pitch contour usually indicates a discourse segment boundary. However, it is not clear which, if any, of the prosodic differences identified in this study are actually used by listeners in interpreting these potentially ambiguous items.

In this study, we address the question of how hearers disambiguate the interpretation of *okay*. Our goal is to identify the acoustic, prosodic and phonetic features of *okay* tokens for which listeners assign different meanings. Additionally, we want to determine the role that discourse context plays in this classification: i.e., can subjects classify *okay* tokens reliably from the word alone or do they require additional context?

Below we describe a perception study in which listeners were presented with a number of spoken productions of *okay*, taken from a corpus of dialogues between subjects playing a computer game. The tokens were presented both in isolation and in context. Users were asked to select the meaning of each token from three of the meanings that *okay* can take on: ACKNOWLEDGEMENT / AGREEMENT, BACKCHANNEL, and CUE OF AN INITIAL DISCOURSE SEGMENT. Subsequently, we examined the acoustic, prosodic and phonetic correlates of these classifications to try to infer what cues listeners used to interpret the tokens, and how these varied by context condition. Section 2 describes our corpus. Section 3 describes the perception experiment. In Section 4 we analyze inter-subject agreement, introduce a novel representation of subject judgments, and examine the acoustic, prosodic, phonetic and contextual correlates of subject classification of *okay*s. In Section 5 we discuss our results and future work.

2 Corpus

The materials for our perception study were selected from a portion of the $\mathcal{X}$ Games Corpus, a collection of 12 spontaneous task-oriented dyadic conversations elicited from speakers of Standard American English. The corpus was collected and annotated jointly by the Spoken Language Group at $\mathcal{X}$ University and the Department of Linguistics at $\mathcal{Y}$ University.

Subjects were paid to play two series of computer games (the CARDS GAMES and the OBJECTS GAMES), requiring collaboration between partners to achieve a common goal. Participants sat in front of laptops in a soundproof booth with a curtain between them, so that all communication would be verbal. Each player played with two different partners in two different sessions. On average, each session took 45m 39s, totalling 9h 8m of dialogue for the whole corpus. All interactions were recorded, digitized, and downsampled to 16K.

The recordings were orthographically transcribed and words were aligned by hand by trained annotators in a ToBI (Beckman and Hirschberg, 1994) orthographic tier using Praat (Boersma and Weenink, 2001) to manipulate waveforms. The corpus contains 2239 unique words, with 73,831 words in total. Nearly all of the Objects Games part of the corpus has been intonationally transcribed, using the ToBI conventions. Pitch, energy and duration information has been extracted for the entire corpus automatically, using Praat.

In the Objects Games portion of the corpus each player's laptop displayed a gameboard containing 5–7 objects (Figure 1). In each segment of the game, both players saw the same set of objects at the same position on each screen, except for one object (the TARGET). For one player (the DESCRIBER), this target appeared in a random location among other objects on the screen. For the other player (the FOLLOWER), the target object appeared at the bottom of the screen. The describer was instructed to describe the position of the target object on their screen so that the follower could move their representation of the target to the same location on their own screen. After the players had negotiated what they determined to be the best location match, they were awarded up to 100 points based on the actual match of the target location on the two screens. The game proceeded in this way through 14 tasks, with describer and follower alternating roles. On average, the Objects Games portion of each session took 21m 36s, resulting in 4h 19m of dialogue for the twelve sessions in the corpus. There are 1484 unique words in this portion of the corpus, and 36,503 words in total.

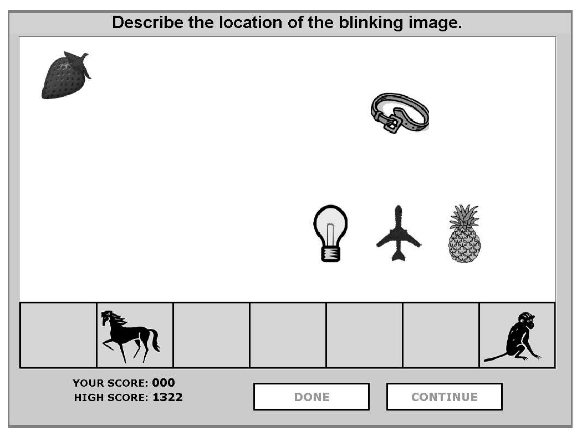

Figure 1: Sample screen of the Objects Games.

Throughout the Objects Games, we noted that subjects made frequent use of cue phrases, such as *okay*, *yeah*, *alright*, which appeared to vary in meaning. To investigate the discourse functions of affirmative words, we first asked three labelers to independently classify all occurrences of *alright, gotcha, huh, mmhm, okay, right, uhhuh, yeah, yep, yes, yup* in the entire Games Corpus into one of 10 categories:

i. Acknowledgment / agreement
ii. Cue beginning discourse segment
iii. Cue ending discourse segment
iv. Pivot beginning (i + ii)
v. Pivot ending (i + iii)
vi. Backchannel
vii. Check with the interlocutor
viii. Stall / filler
ix. Back from a task
x. Literal modifier

Labelers were asked to choose the most appropriate category for each token, or indicate with '?' if they could not make a decision. They were allowed to read the transcripts and listen to the speech as they labeled.

For our perception experiment we chose materials from the tokens of the most frequent of our labeled affirmative words, *okay*, from the Objects Games, which contained most of these tokens. Altogether, there are 1151 instances of *okay* in this part of the corpus; it is the third most frequent word, following *the*, with 4565 instances, and *of*, with 1534. At least two labelers agreed on the functional category of 902 (78%) *okay* tokens. Of those tokens, 286 (32%) were classified as BACKCHANNEL, 255 (28%) as ACKNOWLEDGE / AGREEMENT, 141 (16%) as CUE BEGINNING, 116 (13%) as PIVOT BEGINNING, and 104 (11%) as one of the other functions. We sampled from tokens the annotators had labeled as Cue beginning discourse segment, Backchannel, and Acknowledgement / agreement, the most frequent categories in the corpus; we will refer to these below simply as 'C', 'B', and 'A' classes, respectively.

3 Experiment

We next designed a perception experiment to examine naive subjects' perception of these tokens of *okay*. To obtain good coverage both of the (labeled) A, B, and C classes, as well as the degrees of potential ambiguity among these classes, we identified 9 categories of *okay* tokens to include in the experiment: 3 classes (A, B, C) x 3 levels of labeler agreement (UNANIMOUS, MAJORITY, NO-AGREEMENT). 'Unanimous' refers to tokens assigned to a particular class label by all 3 labelers, 'majority' to tokens assigned to this class by 2 of the 3 labelers, and 'no-agreement' to tokens assigned to this class by only 1 labeler. To decrease variability in the stimuli, we selected tokens only from speakers who produced at least one token for each of the 9 conditions. There were 6 such speakers (3 female, 3 male), which gave us a total of 54 tokens.

To see whether subjects' classifications of *okay* were dependent upon contextual information or not, we prepared two versions of each token. The isolated versions consisted of only the word *okay* extracted from the waveform. For the contextualized versions, we extracted two full speaker turns for each *okay* including the full turn[1] containing the target *okay* plus the full turn of the previous speaker. The isolated *okay* tokens were single channel audio files; the contextualized *okay* tokens were formatted so that each speaker was presented to subjects on a different channel, with the speaker uttering the target *okay* consistently on the same channel.

The perception study was divided into two parts. In the first part, each subject was presented with the 54 isolated *okay* tokens, in a different random ordering for each subject. They were given a forced choice task to classify them as A, B, or C, with the corresponding labels (Acknowledgement / agreement, Backchannel, and Cue beginning) also presented in a random order for each token. In the second part, the same subject was given 54 contextualized tokens, presented in a different random order, and asked to make the same choice.

We recruited 20 (paid) subjects for the study, 10 female, and 10 male, all between the ages of 20 and 60. All subjects were native speakers of Standard American English, except for one subject who was born in Jamaica but a native speaker of English. All subjects reported no hearing problems. Subjects performed the study in a quiet lab using headphones to listen to the tokens and indicating their classification decisions in a GUI interface on a lab workstation. They were given instructions on how to use the interface before each of the two sections of the study.

For the study itself, for each token in the **isolated** condition, subjects were shown a screen with the three randomly ordered classes and a link to the token's waveform. They could listen to the sound files as many times as they wished but were instructed

[1] We define a TURN as a maximal sequence of words spoken by the same speaker during which the speaker holds the floor.

not to be concerned with answering the questions "correctly", but to answer with their immediate response if possible. However, they were allowed to change their selection as many times as they liked before moving to the next screen. In the **contextualized** condition, they were also shown an orthographic transcription of part of the contextualized token, to help them identify the target *okay*. The mean duration of the first part of the study was 25 minutes, and of the second part, 27 minutes.

4 Results

4.1 Subject ratings

The distribution of class labels in each experimental condition is shown in Table 1. While this distribution roughly mirrors our selection of equal numbers of tokens from each previously-labeled class, in both parts of the study more tokens were labeled as A (*acknowledgment / agreement*) than as B (*backchannel*) or C (*cue to topic beginning*). This supports the hypothesis that *acknowledgment / agreement* may function as the default interpretation of *okay*.

	Isolated	**Contextualized**
A	426 (39%)	452 (42%)
B	324 (30%)	306 (28%)
C	330 (31%)	322 (30%)
Total	1080 (100%)	1080 (100%)

Table 1: Distribution of label classes in each study condition.

We examined inter-subject agreement using Fleiss' κ measure of inter-rater agreement for multiple raters (Fleiss, 1971).[2] Table 2 shows Fleiss' κ calculated for each individual label vs. the other two labels and for all three labels, in both study conditions. From this table we see that, while there is very little overall agreement among subjects about how to classify tokens in the **isolated** condition, agreement is higher in the **contextualized** condition, with a moderate agreement for class C (κ score of .497). This suggests that context helps distinguish the *cue beginning discourse segment* function more than the other two functions of *okay*.

	Isolated	**Contextualized**
A vs. rest	.089	.227
B vs. rest	.118	.164
C vs. rest	.157	.497
all	.120	.293

Table 2: Fleiss' κ for each label class in each study condition.

Recall from Section 3 that the *okay* tokens were chosen in equal numbers from three classes according to the level of agreement of our three original labelers (unanimous, majority, and no-agreement), who had the full dialogue context to use in making their decisions. Table 3 shows Fleiss' κ measure now grouped by amount of agreement of the original labelers, again presented for each context condition. We see here that the inter-subject agreement also mirrors the agreement of the three original labelers. In both study conditions, tokens which the original labelers agreed on also had the highest κ scores, followed by tokens in the majority and no-agreement classes, in that order. In all cases, tokens which subjects heard in context showed more agreement than those they heard in isolation.

	Isolated	**Context.**	**OL**
no-agreement	.085	.104	-
majority	.092	.299	-
unanimous	.158	.452	-
all	.120	.293	.312

Table 3: Fleiss' κ in each study condition, grouped by agreement of the three original labelers ('OL').

The overall κ is small at .120 for the **isolated** condition, and fair at .293 for the **contextualized** condition. The three original labelers also achieved fair agreement at .312.[3] The similarity between the latter two κ scores suggests that the full context available to the original labelers and the limited context presented to the experiment subjets offer comparable amounts of information to disambiguate between the three functions, although lack of any context clearly affected subjects' decisions. We conclude

[2] This measure of agreement above chance is interpreted as follows: 0 = None, 0 - 0.2 = Small, 0.2 - 0.4 = Fair, 0.4 - 0.6 = Moderate, 0.6 - 0.8 = Substantial, 0.8 - 1 = Almost perfect.

[3] For the calculation of this κ, we considered four label classes: A, B, C, and a fourth class 'other' that comprises the remaining 7 word functions mentioned in Section 2. In consequence, these κ scores should be compared with caution.

from these results that context is of considerable importance in the interpretation of the word *okay*, although even a very limited context appears to suffice.

4.2 Representing subject judgments

In this section, we present a graphical representation of subject decisions, useful for interpreting, visualizing, and comparing the way our subjects interpreted the different tokens of *okay*. For each individual *okay* in the study, we define an associated three-dimensional VOTE VECTOR, whose components are the proportions of subjects that classified the token as A, B or C. For example, if a particular *okay* was labeled as A by 5 subjects, as B by 3, and as C by 12, then its associated vote vector is $\left(\frac{5}{20}, \frac{3}{20}, \frac{12}{20}\right) = (0.25, 0.15, 0.6)$. Following this definition, the vectors $\mathcal{A} = (1, 0, 0)$, $\mathcal{B} = (0, 1, 0)$ and $\mathcal{C} = (0, 0, 1)$ correspond to the ideal situations in which all 20 subjects agreed on the label. We call these vectors the UNANIMOUS-VOTE VECTORS.

Figure 2.i shows a two-dimensional representation that illustrates these definitions. The black dot

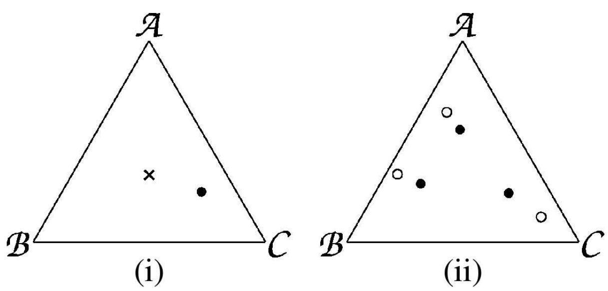

Figure 2: 2D representation of a vote vector (i) and of the cluster centroids (ii).

represents the vote vector for our example *okay*, the vertices of the triangle correspond to the three unanimous-vote vectors ($\mathcal{A}$, $\mathcal{B}$ and $\mathcal{C}$), and the cross in the center of the triangle represents the vote vector of a three-way tie between the labelers $\left(\frac{1}{3}, \frac{1}{3}, \frac{1}{3}\right)$.

We are thus able to calculate the Euclidean distance of a vote vector to each of the unanimous-vote vectors. The shortest of these distances corresponds to the label assigned by the plurality[4] of subjects. Also, the smaller that distance, the higher the inter-subject agreement for that particular token. For our example *okay*, the distances to $\mathcal{A}$, $\mathcal{B}$ and $\mathcal{C}$ are 0.972, 1.070 and 0.495, respectively; its plurality label is C.

In our experiment, each *okay* has two associated vote vectors, one for each context condition. To illustrate the relationship between decisions in the **isolated** and the **contextualized** conditions, we first grouped each condition's 54 vote vectors into three clusters, according to their plurality label. Figure 2.ii shows the clustering centroids in a two-dimensional representation of vote vectors. The filled dots correspond to the cluster centroids of the **isolated** condition, and the empty dots, to the centroids of the **contextualized** condition. Table 4 shows the distances in each condition from the cluster centroids (denoted A_c, B_c, C_c) to the respective unanimous-vote vectors ($\mathcal{A}$, $\mathcal{B}$, $\mathcal{C}$), and also the distance between each pair of cluster centroids.

	Isolated	**Contextualized**
$d(A_c, \mathcal{A})$	.54	.44 (–18%)
$d(B_c, \mathcal{B})$	.57	.52 (–10%)
$d(C_c, \mathcal{C})$	.52	.28 (–47%)
$d(A_c, B_c)$	.41	.48 (+17%)
$d(A_c, C_c)$	.49	.86 (+75%)
$d(B_c, C_c)$	.54	.91 (+69%)

Table 4: Distances from the cluster centroids (A_c, B_c, C_c) to the unanimous-vote vectors ($\mathcal{A}$, $\mathcal{B}$, $\mathcal{C}$) and between cluster centroids, in each condition.

In the **isolated** condition, the three cluster centroids are approximately equidistant from each other —that is, the three word functions appear to be equally confusable. In the **contextualized** condition, while C_c is further apart from the other two centroids, the distance between A_c and B_c remains practically the same. This suggests that, with some context available, A and B tokens are still fairly confusable, while both are more easily distinguished from C tokens. We posit two possible explanations for this: First, C is the only function for which the speaker uttering the *okay* necessarily continues speaking; thus the role of context in disambiguating seems quite clear. Second, both A and B have a common element of 'acknowledgement' that might affect inter-subject agreement.

[4] *Plurality* is also known as *simple majority*: the candidate who gets more votes than any other candidate is the winner.

4.3 Features of the *okay* tokens

In this section, we describe a set of acoustic, prosodic, phonetic and contextual features which may help to explain why subjects interpret *okay* differently. Acoustic features were extracted automatically using Praat. Phonetic and prosodic features were hand-labeled by expert annotators. Contextual features were considered only in the analysis of the **contextualized** condition, since they were not available to subjects in the **isolated** condition.

We examined a number of phonetic features to determine whether these correlated with subject classifications. We first looked at the production of the three phonemes in the target *okay* (/oʊ/, /k/, /eɪ/), noting the following possible variations:

- /oʊ/: [], [ɑ], [ɐ], [ɔ], [ɔʊ], [m], [ŋ], [ə], [əʊ].
- /k/: [ɣ], [k], [kx], [q], [x].
- /eɪ/: [e], [eɪ], [ɛ], [eə].

We also calculated the duration of each phone and of the velar closure. Whether the target *okay* was at least partially whispered or not, and whether there was glottalization in the target *okay* were also noted.

For each target *okay*, we also examined its duration and its maximum, mean and minimum pitch and intensity, as well as the speaker-normalized versions of these values.[5] We considered its pitch slope, intensity slope, and stylized pitch slope, calculated over the whole target *okay*, its last 50, 80 and 100 milliseconds, its second half, its second syllable, and the second half of its second syllable, as well.

We used the ToBI labeling scheme (Pitrelli et al., 1994) to label the prosody of the target *okay*s and their surrounding context.

- Pitch accent, if any, of the target *okay* (e.g., H*, H+!H*, L*).
- Break index after the target *okay* (0-4).
- Phrase accent and boundary tone, if any, following the target *okay* (e.g., L-L%, !H-H%).

For contextualized tokens, we included several features related to the exchange between the speaker uttering the target *okay* (*Speaker B*) and the other speaker (*Speaker A*).

- Number of words uttered by *Speaker A* in the context, before and after the target *okay*. Same for *Speaker B*.
- Latency of *Speaker A* before *Speaker B*'s turn.
- Duration of silence of *Speaker B* before and after the target *okay*.
- Duration of speech by *Speaker B* immediately before and after the target *okay* and up to a silence.

4.4 Cues to interpretation

We conducted a series of Pearson's tests to look for correlations between the proportion of subjects that chose each label and the numeric features described in Section 4.3, together with two-sided t-tests to find whether such correlations differed significantly from zero. Tables 5 and 6 show the significant results (two-sided t-test, $p < 0.05$) for the **isolated** and **contextualized** conditions, respectively.

Acknowledgement / agreement	r
length of realization of /k/	–0.299
Backchannel	r
stylized pitch slope over 2nd half 2nd syl.	0.752
pitch slope over 2nd half of 2nd syllable	0.409
speaker-normalized maximum intensity	–0.372
pitch slope over last 80 ms	0.349
speaker-normalized mean intensity	–0.327
length of realization of /eɪ/	0.278
length	0.277
Cue to discourse segment beginning	r
stylized pitch slope over the whole word	–0.380
pitch slope over the whole word	–0.342
pitch slope over 2nd half of 2nd syllable	–0.319

Table 5: Features correlated to the proportion of votes for each label. **Isolated** condition.

Table 5 shows that in the **isolated** condition, subjects tended to classify tokens of /okay/ as Acknowledgment / agreement (A) which had a longer realization of the /k/ phoneme (/k/). They tended to classify tokens as Backchannels (B) which had a lower intensity, a longer duration, a longer realization of the /eɪ/ phoneme (/eɪ/), and a final rising pitch. They tended to classify tokens as C (cue to topic beginning) that ended with falling pitch.

[5] Speaker-normalized features were normalized by computing z-scores ($z = (X - mean)/st.dev$) for the feature, where $mean$ and $st.dev$ were calculated from all *okay*s uttered by the speaker in the session.

Acknowledgement / agreement	r
latency of *Spkr A* before *Spkr B*'s turn	–0.528
length of silence by *Spkr B* before *okay*	–0.404
number of words by *Spkr B* after *okay*	–0.277

Backchannel	r
pitch slope over 2nd half of 2nd syllable	0.520
pitch slope over last 50 ms	0.500
pitch slope over last 80 ms	0.455
number of words by *Spkr A* before *okay*	0.451
number of words by *Spkr B* after *okay*	–0.433
length of speech by *Spkr B* after *okay*	–0.413
latency of *Spkr A* before *Spkr B*'s turn	–0.385
length of silence by *Spkr B* before *okay*	0.295
intensity slope over 2nd syllable	–0.279

Cue to discourse segment beginning	r
latency of *Spkr A* before *Spkr B*'s turn	0.645
pitch slope over last 50 ms	–0.564
number of words by *Spkr B* after *okay*	0.481
number of words by *Spkr A* before *okay*	–0.426
pitch slope over 2nd half of 2nd syllable	–0.385
pitch slope over last 80 ms	–0.377
length of speech by *Spkr B* after *okay*	0.338

Table 6: Features correlated to the proportion of votes for each label. **Contextualized** condition.

In the **contextualized** condition, we do find very different correlations. Table 6 shows that nearly all of the strong correlations in this condition involve contextual features, such as the latency before *Speaker B*'s turn, or the number of words by each speaker before and after the target *okay*. Notably, only one of the features that shows strong correlations in the **isolated** condition shows the same strong correlation in the **contextualized** condition: the pitch slope at the end of the word. In both conditions subjects tended to label tokens with a final rising pitch contour as B, and tokens with a final falling pitch contour as C. This supports (Hockey, 1993)'s findings on the role of pitch contour in disambiguating *okay*.

We next conducted a series of two-sided Fisher's exact tests to find correlations between subjects' labelings of *okay* and the nominal features described in Section 4.3. We found significant associations between the realization of the /oʊ/ phoneme and the *okay* function in the **isolated** condition ($p < 0.005$). Table 7 shows that, in particular, [m] seems to be the preferred realization for B *okay*s, while [ə] seems to be the preferred one for A *okay*s, and [ɔʊ] and [ɔ] for A and C *okay*s.

	?	[ɑ]	[ɐ]	[ɔʊ]	[ɔ]	[ŋ]	[əʊ]	[ə]	[]	[m]
A	0	0	5	6	4	0	0	8	0	0
B	2	0	4	1	0	1	0	1	1	5
C	1	1	2	3	4	0	1	3	0	0

Table 7: Realization of the /oʊ/ phoneme, grouped by subject plurality label. **Isolated** condition only.

Notably, we did not find such significant associations in the **contextualized** condition. We did find significant correlations in both conditions, however, between *okay* classifications and the type of phrase accent and boundary tone following the target (Fisher's Exact Test, $p < 0.05$ for the **isolated** condition, $p < 0.005$ for the **contextualized** condition). Table 8 shows that L-L% tends to be associated with A and C classes, H-H% with B classes, and L-H% with A and B classes. In this case, such correlations are present in the **isolated** condition, and sustained or enhanced in the **contextualized** condition.

		H-H%	H-L%	L-H%	L-L%	other
Isolated	A	0	2	4	8	9
	B	3	3	1	5	3
	C	1	1	0	8	5
Context.	A	0	2	3	10	10
	B	4	3	2	1	2
	C	0	1	0	10	5

Table 8: Phrase accent and boundary tone, grouped by subject plurality label.

Summing up, when subjects listened to the *okay* tokens in isolation, with only their acoustic, prosodic and phonetic properties available, a few features seem to strongly correlate with the perception of word function; for example, maximum intensity, word length, and realizing the /oʊ/ phoneme as [m] tend to be associated with *backchannel*, while the duration of the realization of the /k/ phoneme, and realizing the /oʊ/ phoneme as [ə] tend to be associated with *acknowledgment / agreement*.

In the second part of the study, when subjects listened to contextualized versions of the same tokens of *okay*, most of the strong correlations of word function with acoustic, prosodic and phonetic features were replaced by correlations with contextual features, like latency and turn length. In other words, these results suggest that contextual features might override the effect of most acoustic, prosodic and phonetic features of *okay*. There is nonetheless one notable exception: word final intonation —captured by the pitch slope and the ToBI labels for phrase accent and boundary tone— seems to play a central role in the interpretation of both isolated and contextualized *okay*s.

5 Conclusion and future work

In this study, we have presented evidence of differences in the interpretation of the function of isolated and contextualized *okay*s. We have shown the importance of word final intonation for disambiguating between the three studied functions in both conditions. Contextualized features, when available, also seem to play a central role.

We have also presented results suggesting that *acknowledgment / agreement* acts as a default function for both isolated an contextualized *okay*s. Furthermore, while that function remains confusable with *backchannel* in both conditions, the availability of some context helps in distinguishing those two functions from *cue to topic beginning*.

These results are relevant to spoken dialogue systems in suggesting how systems can convey the cue word *okay* with the intended meaning and can interpret users' productions of *okay* correctly. How these results extend to other cue words and to other word functions remains an open question.

In this paper we have also introduced the vote vectors, a novel representation of multi-subject classifications of tokens into a set of categories. This technique, originally devised for three label classes but easily generalizeable to any number, proved very useful for visualizing and interpreting our data.

As future work, we will extend this study to include the over 5800 occurrences of *alright, gotcha, huh, mmhm, okay, right, uhhuh, yeah, yep, yes, yup* in the entire Games Corpus, and all 10 discourse functions described in Section 2, as annotated by our three original labelers. Since we have observed considerable differences in conversation style in the two parts of the corpus (the Objects Games elicited more 'dynamic' conversations, with more overlaps and interruptions than the Cards Games), we will compare cue phrase usage in these two settings. Finally, we are also interested in examining speaker entrainment in cue phrase usage, or how subjects adapt their choice and production of cue phrases to their conversation partner's.

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