Abstract

Community Question and Answering (CQA) systems are a popular way for Internet users to get answers to complex and common everyday questions. One of the challenges with CQA is that some of the asked questions are not answered [8]. This paper addresses this challenge by using a synonym-based approach that expands each unanswered question into several related questions. This paper argues that the number of unanswered questions can be reduced by searching the data set for the most similar resolved question(s) (questions that have been satisfactorily answered) to either the unanswered question and / or any of its expanded questions. If this search returns more than one resolved question, we rank the returned questions and choose the highest ranking resolved question as the most similar to the unanswered question.

References

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Index Terms

Computer Science
Information Sciences

Keywords
Question and Answering Systems  resolved question  Yahoo Answers! EXPAND