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Annotating and Modeling Empathy in Spoken Conversations

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Highlights

- We address two related problems in automatic affective behavior analysis: the design of the annotation protocol and the automatic recognition of empathy from spoken conversations.
- We propose and evaluate an annotation scheme for empathy inspired by the modal model of emotions.
- We investigated features derived from the lexical and acoustic spaces.
- We evaluated automatic classification system on call center conversations, where it showed significantly better performance than the baseline.

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