Intelligent Question Routing: An Overview of Some Recent Advances and Open Problems

Bojan Furlan, Bosko Nikolic, Veljko Milutinovic

School of Electrical Engineering, University of Belgrade

Abstract  
This paper represents an overview of the existing research in the domain of intelligent question routing. It starts from an original presentation paradigm that generalizes the essence of approaches found in the open literature. The presentation paradigm includes six basic processing stages. Various research efforts use different approaches for implementation of each one of the six basic processing stages. Each particular approach is presented using the same template. All these approaches are enlisted, discussed, and presented using a comparative table, for easier comparison. The outcome of this analysis is a proposal of a new approach based on a generalized treatment of the user knowledge profiling. Major contributions of the paper are: (a) original presentation paradigm, (b) detailed description of existing approaches, (c) comparative study of existing approaches, and (d) proposal of a new approach to user knowledge profiling, which enables uniform incorporation of new information sources in the form of software agents.