
Know Me, Respond to Me: Benchmarking LLMs for Dynamic User Profiling and Personalized Responses at Scale

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Abstract

1 Large Language Models (LLMs) have emerged as *personalized* assistants for
2 users across a wide range of tasks. Over time, the interaction history between a
3 user and an LLM can provide extensive information about an individual’s traits
4 and preferences. However, open questions remain on how well LLMs today can
5 effectively leverage such history to (1) internalize the user’s inherent traits and
6 preferences, (2) track how the user profiling and preferences evolve over time,
7 and (3) generate personalized responses accordingly in new scenarios. In this
8 work, we introduce the 🧠 PERSONAMEM benchmark. PERSONAMEM features
9 curated user profiles with over 180 simulated user-LLM interaction histories, each
10 containing up to 60 sessions of multi-turn conversations across 15 real-world tasks.
11 We observe that current LLMs still struggle to deliver responses that align with
12 users’ current situations and preferences, with frontier models such as GPT-4.1,
13 GPT-4.5, o4-mini, or Gemini-2.0 achieving only around 50% overall accuracy.

14 1 Introduction

15 An increasing number of users now rely on Large Language Models (LLMs) as *personalized* assistants
16 in everyday tasks. While no single AI system can satisfy all users, personalization, i.e., adapting
17 responses to individual traits, preferences from user-chatbot interaction histories, helps move beyond
18 generic outputs toward more relevant and engaging ones.

19 Personalizing LLMs is challenging because models cannot easily access all information information
20 about the user, especially user preferences evolving over time (Radlinski & Craswell, 2017; Dean &
21 Morgenstern, 2022). For instance, For example, as illustrated in Figure 1, a user who once said "*I like*
22 *pizza*" may later request gluten-free options after discovering an allergy. Current chatbots often fail
23 to track such changes, making them feel less helpful and empathetic (Aggarwal et al., 2023; Ait Baha
24 et al., 2023).

25 We address this gap by introducing the 🧠 PERSONAMEM benchmark, which contains over 180 simu-
26 lated user-LLM histories, up to 60 sessions and 1M tokens in context windows, built from evolving
27 personas. These histories capture shifting traits and preferences through multi-turn interactions across
28 15 conversation scenarios such as food, travel, and therapy consultations.

29 Using 🧠 PERSONAMEM, we evaluate 15 state-of-the-art models on 7 types of *in-situ* user queries,
30 measuring whether LLMs can (1) internalize the user’s inherent traits and preferences, (2) track
31 how the user profiling and preferences evolve over time, and (3) generate personalized responses
32 accordingly in new scenarios. We find that frontier models like GPT-4.1, GPT-4.5, o4-mini, and

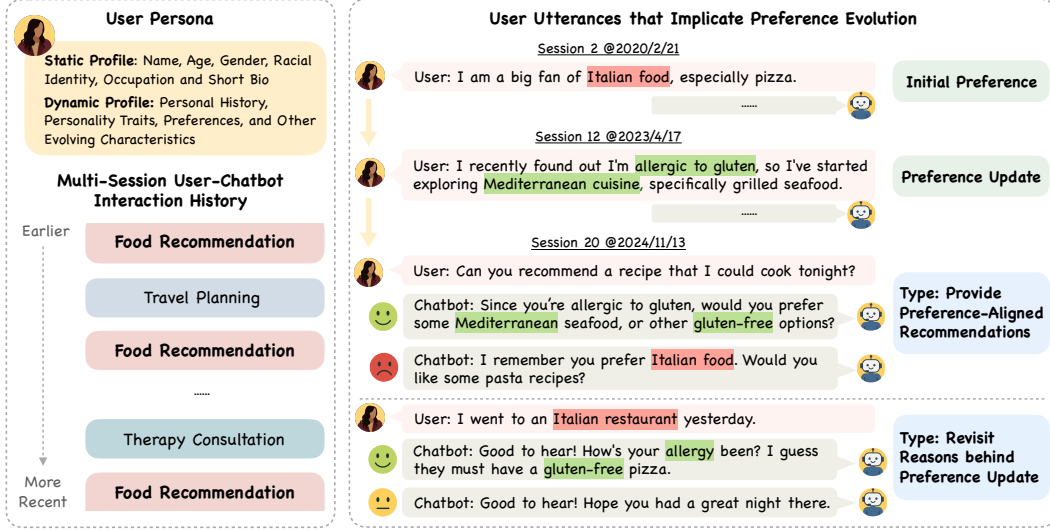


Figure 1: Overview of PERSONAMEM benchmark. Each sample is a user persona with static (e.g., demographic info.) and dynamic attributes (e.g., evolving preferences). Users engage with a chatbot in multi-session interactions across a variety of topics such as food recommendation, travel planning, and therapy consultation. As the user’s preferences evolve over time, the benchmark offers annotated questions assessing whether models can track and incorporate the changes into their responses.

33 DeepSeek-R1 achieve only around 50% accuracy. While they handle fact recall and preference
34 tracking reasonably well, they struggle to adapt responses to new scenarios.

35 2 PERSONAMEM Benchmark: Overview

36 Each instance in the benchmark dataset features a *user profile or persona* expanded from Person-
37 aHub (Ge et al., 2024), which includes basic demographic information (such as name, age, gender,
38 and occupation), as well as *dynamic* user characteristics such as user traits, preferences, and events
39 happening in the user’s life. The dynamic user characteristics change over time as different events
40 happen to the user that will lead to changes in users’ traits under each task scenario.

41 At different points in time of a user’s profile evolution, the user engages in multi-turn conversations
42 with LLM and seeks help or suggestions from LLM on one of the task scenarios. In each task
43 scenario, the user would ask for the LLM’s suggestions given the user’s need and current situation.
44 The conversation sessions across different tasks are interleaved by the temporal order in which the
45 sessions happen.

46 To understand how well LLM chatbots can track the evolution in a user’s profile from the conversation
47 histories, we evaluate LLMs by whether they can provide the most suitable response to *in-situ* user
48 queries, where the user issues the query to LLM in a new conversation session from the first-person
49 perspective. Depending on the time of the *in-situ* query, the expected response from the model will
50 differ. We cast the problem as a multiple-choice selection, where LLM needs to identify the correct
51 response out of four choices, where the incorrect choices are based on either outdated or irrelevant
52 information with respect to the current state of the user’s profile.

53 **Types of skills evaluated.** To evaluate LLMs’ ability to (1) memorize the user profile, (2) track
54 how the user profile evolve over time, and (3) generate personalized responses accordingly in new
55 scenarios, we design the following 7 types of *in-situ* user queries in the PERSONAMEM benchmark.
56 We include examples for each type of user queries in Table 1.

57 1. **Recall user-shared facts.** We evaluate whether a personalized chatbot can recall static events,
58 activities, or interests the user has shared in previous interactions, and incorporate the information
59 in its responses.

2. **Suggest new ideas.** We evaluate whether a chatbot can suggest new items or activities that have not been mentioned in the interaction history, when users explicitly request so, e.g. “*suggest new restaurants I haven’t ordered from before*”.
 3. **Acknowledge latest user preferences.** We evaluate whether a chatbot can recognize the latest preference expressed by the user in the interaction history.
 4. **Track full preference evolution.** We evaluate whether a chatbot can keep track of how users’ preferences shift by time.
 5. **Revisit reasons behind preference updates.** We evaluate whether a chatbot can recall the reason(s) or event(s) leading to the preference change from a user.
 6. **Provide preference-aligned recommendations.** We test whether a chatbot can proactively offer new recommendations that aligns with the user’s current preferences.
 7. **Generalize to new scenarios.** We evaluate whether a chatbot can transfer what it learns about the user from other task scenarios to a new task.
- Benchmark data statistics.** 🤖 PERSONAMEM features 20 personas, with over 180 interaction histories. Each interaction history contains 10, 20, or 60 sessions, where we dynamically adjust the total length of the history to approximately $32k$, $128k$, and $1M$ tokens, respectively. Each session consists of 15–30 conversation turns between a user and an LLM chatbot. The user-LLM conversations span across 15 diverse topics, ranging from therapy and legal advice to recommendations on books, music, movies, and food; personal matters such as family, dating, health, and finance; and practical tasks like travel planning, online shopping, studying tips, and home decoration. In total, the benchmark features around $6k$ *in-situ* user query and LLM response pairs across the 7 query types. Detailed dataset breakdown is discussed in Appendix D. The size of our benchmark is not limited by the scalability of the synthetic data pipeline but to make the evaluation cost reasonable.

3 Experimental Results

3.1 Evaluation Settings

Given an *in-situ* user query and the user’s interaction history, models must select the correct response from four options, where only one reflects the user’s current state and the others contain outdated or irrelevant information. Models also receive basic demographics such as name, age, gender identity, racial identity, and occupation but not other dynamic traits or personal history. We evaluate under two settings: *discriminative*, where the model chooses among four labeled options (a–d) and explains its choice, and *generative*, where the model scores each option by log-probability with length normalization and selects the highest. The generative setting requires token-level logits, which are often unavailable for proprietary models. No LLM judges are used.

3.2 Evaluating Language Models in Long-Context Settings

We first evaluate language models in the long-context setting, where the full user-LLM interaction history is provided as input to the models. Due to the length of the history, all models here were evaluated zero-shot, without demonstration examples of other histories and user queries. Quantitative Results can be seen in Figure 2 and Figure 3. **GPT-4.5, GPT-4.1, and Gemini-1.5 achieve the highest overall performance.** Among leading foundation models, GPT-4.5 and Gemini-1.5 outperform others in overall accuracy. However, their performance still hovers around 52% in a multiple-choice setting, highlighting substantial room for improvement. **Notably, reasoning models such as o1, o3-mini, o4-mini, and DeepSeek-R1-607B do not demonstrate competitive advantages over non-reasoning models in the personalization tasks we evaluate.**

LLMs demonstrate reasonably good performance in recalling simple user facts. For tasks involving the retrieval of static user information, such as previously mentioned items, activities, or reasons behind preference changes where the reasons themselves won’t change, most LLMs have a reasonable chance of succeeding.

Incorporating the latest user preference into responses is more challenging than recalling the change in user profile. We observe that models struggle to incorporate the latest preference or



Figure 2: Evaluation results across different models on 7 *in-situ* query types. We observe models perform reasonably well at recalling user facts and preferences. However, models struggle at providing novel suggestions, or applying users’ preferences in new scenarios.

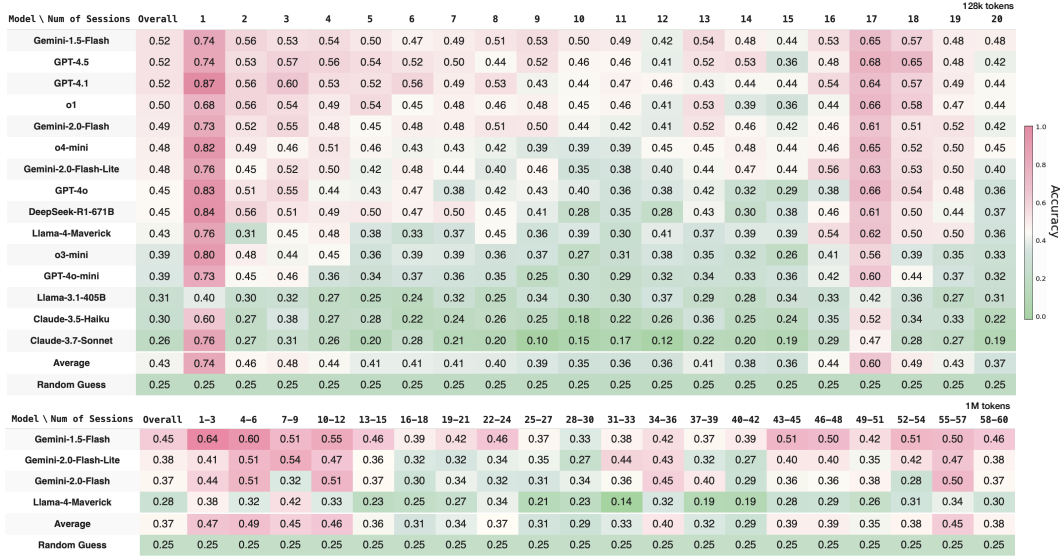


Figure 3: Model performances by number of sessions elapsed since most recent preferences were mentioned in long context. Top: up to 20 sessions/128k tokens; Bottom: up to 60 sessions/1M tokens. Long-context retrieval is important for personalization in practice.

state of the user in responses. Surprisingly, models generally get higher performance when asked to recall how the user preferences evolve over time. We observe that asking the model to iterate through all preference updates may encourage it to think through the preference evolutions, often making the task easier.

Models fall short on generating new ideas or providing suggestions in new scenarios. As shown in Figure 2, tasks such as *"Suggest New Ideas"*, *"Provide Preference-Aligned Recommendations"*, and *"Generalize Reasons to New Scenarios"* yield the lowest performance across all models, highlighting the challenge of generating personalized responses in novel contexts—particularly when identifying new facts.

4 Conclusion

In this paper, we introduce the PERSONAMEM benchmark, featuring scalable and persona-oriented multi-session user-LLM interaction histories, as well as fine-grained *in-situ* user query types designed to evaluate LLM capabilities in memorizing, tracking, and incorporating users’ dynamic profiles into personalized responses. Through comprehensive assessments of 15 state-of-the-art LLM models, we highlight current challenges in enabling LLMs to deliver truly personalized conversations with users, especially in novel scenarios and long contexts. We hope that our benchmark opens new avenues for future exploration and advancement in personalized LLM chatbot development.

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217 **A Limitations and future work**

218 **A.1 Broader context in user privacy concerns**

219 Privacy is a critical aspect of LLM personalization in the real world. In our setting, we personalize
220 responses based on only preferences and activities shared by the user in previous user-chatbot
221 interactions, and the model uses this information for its own responses without external sharing.
222 To avoid potential privacy risks associated with real user data, we intentionally propose a synthetic
223 data curation pipeline in this work. This synthetic approach allows researchers in the community to
224 safely explore personalization methods. One possible direction for future work could be designing
225 question-answer pairs that specifically involve sensitive user information.

226 **A.2 More advanced retrieval methods**

227 Our current exploration of retrieval-augmented methods, such as RAG and Mem0, is intended as a
228 proof of concept, as the primary focus of this work is on the design and release of the personalization
229 benchmark. We are excited to encourage more exploration on state-of-the-art long-context, memory,
230 and retrieval-augmented generation methods in future work, especially those that preserve and
231 understand the evolution of user personas and reasons behind preference updates, as well as enhancing
232 user personalization in new or unseen scenarios.


233 **A.3 Potential artifacts in the synthetic data generation process**

234 To reduce artifacts that might make the benchmark artificially easier, we’ve taken several steps. For
235 example, we removed question-answer pairs where the correct answer was unintentionally obvious,
236 such as being noticeably longer or sharing identical key words with the questions. We also filtered
237 out queries that an LLM can answer correctly more than once in three attempts, without seeing any
238 actual conversation context. Besides, we have included checks in our human evaluations to confirm
239 that the correct answers can indeed be derived from the provided context.

240 **A.4 Potential gaps between evaluations on open-ended generations and multiple choices**

241 In purely open-ended generative settings, personalization can lead to many possible correct answers,
242 depending on how the user persona is used and which related user preference is used. Meanwhile,
243 open-ended evaluations are computationally expensive due to the need for LLM-as-a-Judge for each
244 question-answer pair. As a result, we evaluate generative tasks by computing the joint log-likelihood
245 of each candidate option, without explicitly presenting all four options in the prompt. This approach
246 yields similar patterns with those observed in standard discriminative evaluations in our experiment,
247 while offering a more reliable basis for benchmarking performance compared to fully open-ended
248 ones.

Query type	Examples of <i>in-situ</i> user queries and chatbot responses
[1] Recall user-shared facts	"User: I shared my playlist with my friends and they loved it. (later) User: What are some creative ways to share music? — Chatbot: Curating personalized playlists can be fun."
[2] Suggest new ideas	"User: (later) User: Suggest new restaurant I haven't ordered before."
[3] Acknowledge latest user preferences	"User: I am a big fan of Italian food. (later) User: I prefer Mediterranean cuisine now. ... (later) User: I went to an Italian restaurant yesterday — Chatbot: Nice to hear! Though I thought you prefer Mediterranean food now."
[4] Track full preference evolution	"User: (later) User: I am thinking about attending a cooking class. — Chatbot: I understand your perspective on cooking classes has evolved. Initially, you expressed a dislike , but later you mentioned your interest in them."
[5] Revisit reasons behind preference updates	"User: I am a big fan of Italian food. (later) User: I recently found I'm allergic to gluten , so I've shifted to other dishes. ... (later) User: I went to an Italian restaurant yesterday — Chatbot: How's your allergy been? I guess they must have a gluten-free pizza."
[6] Provide preference aligned recommendations	User: I prefer Mediterranean seafood now. (later) User: How can I make impactful lifestyle changes? — Chatbot: How about diving into the Mediterranean diet plan?"
[7] Generalize to new scenarios	"User: I prefer my yoga class because of its fixed weekly schedule (later) User: I recently haven't had time to cook. — Chatbot: Since you seem to love routine would you be interested in weekly scheduled bento-box deliveries?"

Table 1: Examples of the 7 types of *in-situ* user queries and expected chatbot response in the  PERSONAMEM benchmark. We highlight words that signal the user's facts or preferences.

C Related Work

C.1 Evaluating Long-Context Memory Capabilities of LLMs

Needle-in-the-haystack tests, which task models to locate specific facts within a given long context, are a common method for this evaluation. Prior benchmarks perform tasks from direct information retrieval (Kuratov et al., 2024; Nelson et al., 2024) to question answering and summarization (Xu et al., 2024; Bai et al., 2024; Zhang et al., 2024). A more real-world setting for such evaluation is through dialogue conversations. Earlier benchmarks curated human-human (Xu, 2021) or human-AI interactions Xu et al. (2022), with sessions up to 10K tokens. More recent works have used LLMs to generate much longer sessions of 100k+ tokens long (Maharana et al., 2024; Kim et al., 2024; Castillo-Bolado et al., 2024). More recently, Wu et al. (2024) present LONGMEMEVAL, a dialogue benchmark which also considers contexts up to 1M, and uses persona-driven sessions. The major differences are that sessions from PERSONAMEM consider a broader range of topics than just task-oriented ones; and that the evaluation of PERSONAMEM focuses on fine-grained personalization concerns, rather than more general memory abilities.

C.2 Towards Personalization in Large Language Models

As users have a diversity of preferences, both at a demographic-level (Santurkar et al., 2023) and at an individual-level (Zollo et al., 2024). *Personas* are short biographies of individuals, that capture both levels, and can be generated en masse by LLMs (Ge et al., 2024). Researchers have used personas to evaluate how LLMs can adapt to users and environments (Castricato et al., 2024; Tseng et al., 2024). Reliable evaluation of personalization is also key. Many of the aforementioned benchmarks through formulation as NLP tasks, and another line of work uses LLMs to automatically judge texts along different axes of personalization (Dong et al., 2024; Wang et al., 2023). The approach taken by PERSONAMEM follows the former, as we report performance on question-answering. Importantly though, the personalization evaluation is by design of the questions and answers, each of which is grounded in specific temporal events, and is generated to adhere to a specific question type.

Turning to the dialogue setting, earlier works like LAMP and PERSONALLM consider personalization within a single turn or session (Salemi et al., 2023; Jiang et al., 2023; Kirk et al., 2024). More recently, IMPLEXCONV (Li et al., 2025) focuses on modeling implicit reasoning within personalized conversations. PERSONABENCH (Tan et al., 2025) simulates social interactions among diverse users through numerous but shorter sessions and access to synthetic private user data. PERSOBENCH (Afzoon et al., 2024) leverages existing persona-aware datasets to evaluate language quality, persona coverage, and consistency. LONGLAMP (Kumar et al., 2024) focuses on generating long-form texts other than more interactive responses within long context. Zhao et al. (2025) introduce PREFEVAL, which evaluates LLMs’ preference-following abilities for 20 topics in persona-oriented dialogues of 100k+ tokens. PERSONAMEM, besides the flexible setting of generating numerous 1M-token contexts efficiently, places greater emphasis on personas as simulated humans in user-model interactions, featuring multiple fine-grained personalization tasks where profiles and preferences evolve through temporally grounded events.

288 D Detailed Breakdown of the PERSONAMEM Statistics

289 Below is a more detailed breakdown of the dataset.

290 D.1 Different Query Types

- 291 • Recall_user_shared_facts: 5.8%
- 292 • Acknowledge_latest_user_preferences: 30.09%
- 293 • Track_full_preference_evolution: 10.97%
- 294 • Revisit_reasons_behind_preference_updates: 9.28%
- 295 • Provide_preference_aligned_recommendations: 11.58%
- 296 • Suggest_new_ideas: 22.92%
- 297 • Generalize_to_new_scenarios: 9.35%

298 D.2 Different Conversation Topics

- 299 • Book Recommendation: 6.3%
- 300 • Dating Consultation: 7.2%
- 301 • Family Relations: 5.3%
- 302 • Financial Consultation: 7.3%
- 303 • Food Recommendation: 8.4%
- 304 • Home Decoration: 5.6%
- 305 • Legal Consultation: 10.4%
- 306 • Medical Consultation: 7.2%
- 307 • Movie Recommendation: 5.8%
- 308 • Music Recommendation: 1.6%
- 309 • Online Shopping: 7.2%
- 310 • Sports Recommendation: 7.2%
- 311 • Study Consultation: 5.8%
- 312 • Therapy: 9.1%
- 313 • Travel Planning: 5.7%

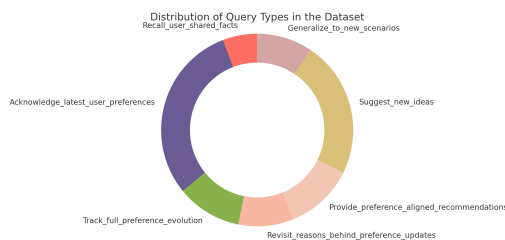


Figure 4: Distribution of Query Types in the Dataset

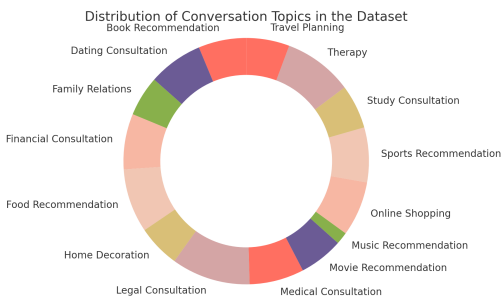


Figure 5: Distribution of Conversation Topics in the Dataset

D.3 Distance from the User Query to the Reference Information in the Context (PersonaMem_128k)

- 0-2 sessions: 5.6%
- 3-6 sessions: 20.1%
- 7-10 sessions: 17.6%
- 11-14 sessions: 17.9%
- 15-18 sessions: 23.6%
- 19-20 sessions: 15.2%

D.4 Distance from the User Query to the Reference Information in the Context (PersonaMem_128k) in Tokens

- 0-9.18k tokens: 5.7%
- 9.18k-22.3k tokens: 14.8%
- 22.3k-35.4k tokens: 11.3%
- 35.4k-48.5k tokens: 7.4%
- 48.5k-61.6k tokens: 8.2%
- 61.6k-74.7k tokens: 8.1%
- 74.7k-87.8k tokens: 8.6%
- 87.8k-101k tokens: 11.6%
- 101k-114k tokens: 17.1%
- 114k-128k tokens: 7.3%

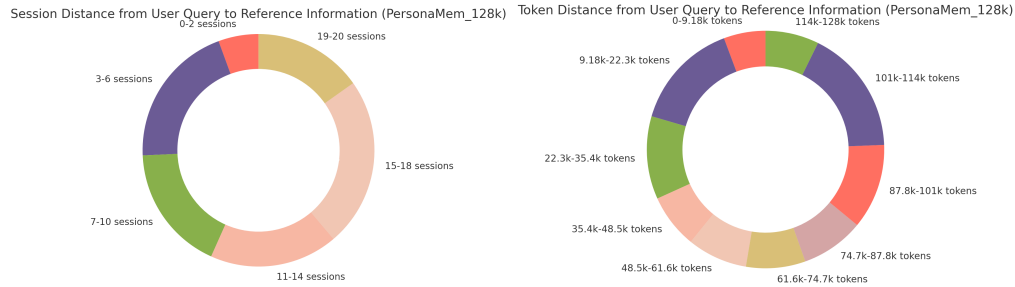


Figure 6: Session Distance from User Query to Reference Information

Figure 7: Token Distance from User Query to Reference Information

D.5 For PersonaMem_1M

D.5.1 Distance from the User Query to the Reference Information in the Context (PersonaMem_1M) in Terms of Sessions

- 0-7 sessions: 5.6%
- 8-13 sessions: 6.1%
- 14-19 sessions: 10.1%
- 20-25 sessions: 11.4%
- 26-31 sessions: 8.3%
- 32-37 sessions: 8.9%
- 38-43 sessions: 9.6%
- 44-49 sessions: 9.9%
- 50-55 sessions: 11.7%
- 56-60 sessions: 18.3%

347 **D.5.2 Distance from the User Query to the Reference Information in the Context**
 348 **(PersonaMem_1M) in Tokens**

- 349 • 0-101k tokens: 6.1%
- 350 • 101k-195k tokens: 5.5%
- 351 • 195k-288k tokens: 10.3%
- 352 • 288k-381k tokens: 10.2%
- 353 • 381k-474k tokens: 12.8%
- 354 • 474k-568k tokens: 8.3%
- 355 • 568k-661k tokens: 9.1%
- 356 • 661k-754k tokens: 9.6%
- 357 • 754k-847k tokens: 11.4%
- 358 • 847k-1M tokens: 16.7%

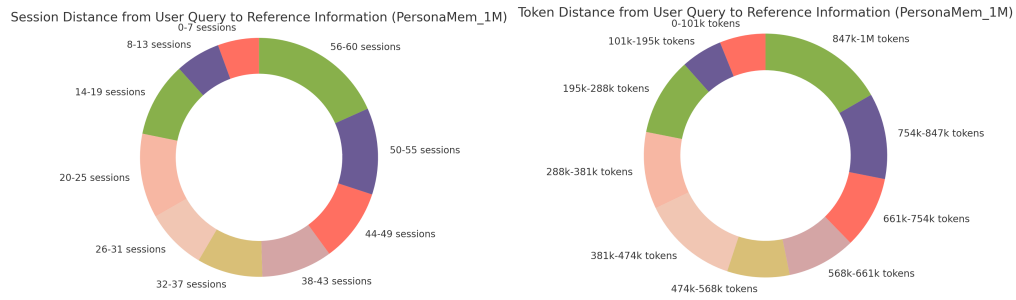


Figure 8: Session Distance from User Query to Reference Information

Figure 9: Token Distance from User Query to Reference Information

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