# Task-aware Contrastive Mixture of Experts for Quadruple Extraction in Conversations with Code-like Replies and Non-opinion Detection

Anonymous ACL submission

#### Abstract

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This paper focuses on Dialogue Aspect-based Sentiment Quadruple (DiaASQ) analysis, aiming to extract structured quadruples from multiturn conversations. Applying Large Language Models (LLMs) for this specific task presents two primary challenges: the accurate extraction of multiple elements and the understanding of complex dialogue reply structure. To tackle these issues, we propose a novel LLMbased multi-task approach, named Task-aware Contrastive Mixture of Experts (TaCoMoE), to tackle the DiaASO task by integrating expertlevel contrastive loss within task-oriented mixture of experts layer. TaCoMoE minimizes the distance between the representations of the same expert in the semantic space while maximizing the distance between the representations of different experts to efficiently learn representations of different task samples. Additionally, we design a Graph-Centric Dialogue Structuring strategy for representing dialogue reply structure and perform nonopinion utterances detection to enhance the performance of quadruple extraction. Extensive experiments are conducted on the DiaASQ dataset, demonstrating that our method significantly outperforms existing parameterefficient fine-tuning techniques in terms of both accuracy and computational efficiency. The code is available at https://anonymous. 4open.science/r/TaCoMoE-08B4.

#### 1 Introduction

Dialogue Aspect-based Sentiment Quadruple (DiaASQ) is a newly-emergent task aiming to extract the sentiment quadruple (i.e., targets, aspects, opinions, and sentiments) from conversations (Li et al., 2023a), which plays a pivotal role in sentiment analysis (Cambria, 2016; Hu et al., 2020; Mao et al., 2024) and developing sentiment-support dialog systems (Merdivan et al., 2019; Zhou et al., 2022; Vlachos et al., 2024). The accurate dialogue quadruple extraction can benefit sentiment analysis, clinical



Figure 1: A concrete DiaASQ sample demonstrating how our approach with LLM architectures differs from traditional methods.

treatment (Chen et al., 2020b; Tu et al., 2024), product and service feedback (Mukku et al., 2023), etc.

Compared to traditional Aspect-based Sentiment Analysis (ABSA) tasks that extracting opinions or sentiment preferences towards specific aspects from a single piece of text (Zhang et al., 2021b; Yan et al., 2021; Deng et al., 2023), the DiaASQ task is notably more challenging due to its complex multi-party dialogue structure and contextual dependencies. Recently, the research on dialogue aspect-based sentiment quadruple has been gradually gaining recognition, leading to a series of advancements (Li et al., 2023a; Luo et al., 2024b; Li et al., 2024). In addition, Large Language Models (LLMs) have demonstrated significant potential in Aspect-based Sentiment Analysis tasks (Fei et al., 2023; Varia et al., 2023; Wang et al., 2023). However, the effectiveness of LLMs on the DiaASQ task has not been effectively explored and existing studies for DiaASQ have several key limitations which prevent their performance.

Firstly, insufficient learning of cross-task shared features and knowledge. DiaASQ involves multiple tasks (e.g., single-element extraction, quadruple extraction), and traditional methods struggle to fully utilize the complementarity between tasks

(Chen et al., 2020a; Scaria et al., 2024), resulting in the model failing to achieve consistent performance across all tasks. Secondly, lack of effective modeling for dialogue reply dependency structures. Previous methods often require complex graph representation encoders to explicitly model these dependency structures (Zhang et al., 2023; Li et al., 2024), which increases computational overhead and complexity, especially when applied to large language models (Zhang et al., 2022; Fatemi et al., 2024). Thirdly, the impact of non-opinion utterances on DiaASQ performance has not been thoroughly investigated. These utterances often account for a significant proportion of the data and can interfere with the model's understanding and predictions (Larson et al., 2019; Zhang et al., 2024). Figure 1 illustrates a comparison between previous methods and our generative large model-based approach, in which we perform quadruple extraction and non-opinion detection for each utterance.

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In this paper, we propose a novel approach called Task-aware Contrastive Mixture of Experts (TaCoMoE) framework for the DiaASQ task, which integrates task-oriented mixture of experts layer into LLM with contrastive learning to learn distinct task-shared and -specific knowledge. Specifically, we first introduce the extraction of individual elements and the analysis of dialogue reply dependencies, in addition to the main task of quadruple extraction. On one hand, for all tasks that involve dialogue dependency inputs or target outputs, we design a formalized text description strategy to encourage large models to efficiently utilize dialogue reply dependencies. On the other hand, we treat utterances that do not contain any quadruples as recognition targets as well, as these utterances often constitute a significant proportion in real-world scenarios. Secondly, we perform utterance-level processing with task-oriented routing, which is integrated into the LLM, to learn separate sets of parameters for each task. Additionally, each expert is designed as two low-rank matrices to ensure parameter efficiency. Finally, we introduce contrastive learning into each taskoriented Mixture of Experts layer, treating outputs from the same expert as positive pairs and outputs from different experts as negative pairs to learn the distinct features of different tasks.

We conduct experiments on the public DiaASQ benchmark dataset, which includes both English and Chinese data. Results consistently demonstrate that our TaCoMoE significantly outperforms other state-of-the-art methods on the DiaASQ task, showing the effectiveness and superiority of our method. Additionally, our analysis indicates that considering non-opinion utterances in the DiaASQ task is essential and has a positive impact on quadruple extraction.

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Our main contributions can be summarized as follows:

- We introduce a novel LLM-based approach for addressing the DiaASQ task by incorporating expert-level contrastive loss into task-oriented mixture of experts layer.
- We explore converting dialogues into a universal code-like format to represent reply dependency structures between utterances, eliminating the need for an additional graph encoder.
- We explicitly consider non-opinion utterances and validate that identifying these utterances also make a crucial contribution to the DiaASQ task.
- Extensive experimental results demonstrate that our method surpasses existing state-of-the-art (SOTA) approaches and validate the effectiveness of key components in our framework.

## 2 Related Work

The related work is provided in Appendix A.

## 3 Method

We begin by providing a formal definition of the DiaASQ task. A dialogue is represented as a sequence of utterances paired with their respective speakers:  $D = \{(s_1, u_1), (s_2, u_2), \dots, (s_{|D|}, u_{|D|})\}$ , where  $u_i = \{w_{i1}, w_{i2}, \dots\}$  denotes the *i*-th utterance as a set of tokens, and  $s_i$  indicates the speaker of  $u_i$ . In addition, a reply list  $L = \{l_1, l_2, \dots, l_{|D|}\}$ is provided, where  $l_i$  identifies the current utterance  $u_i$  is replying to. The primary objective of this task is to extract a collection of **quadruples**:  $C = \{(t_i, a_i, o_i, p_i)\}_{i=1}^{|C|}$ , where  $t_i, a_i, o_i$ , and  $p_i$ are spans that correspond to the *target*, *aspect*, *opinion*, and *sentiment polarity*, respectively.

The proposed TaCoMoE consists of three main components: dialogue input engineering, taskoriented mixture of experts layer, and contrastive loss. The overall architecture of TaCoMoE is illustrated in Figure 2.



Figure 2: Illustration of the overall framework of TaCoMOE, which consists of three essential components: Dialogue Input Engineering, Task-oriented Mixture of Experts Layer, Contrastive Learning.

#### 3.1 Dialogue Input Engineering

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To enhance the model's understanding of dialogue reply relationships and improve the accuracy of element extraction, we introduced three single-element extraction tasks and a dialogue reply relationship analysis task in addition to the quadruple extraction task, aiming to capture multidimensional features.

The first challenge is how to align the dialogue reply dependencies with the sequence format or structure required by LLMs. Building upon previous work addressing the alignment between graphs and text (Wang et al., 2024), we propose a Graph-*Centric Dialogue Structuring* (GCDS) strategy to transform the dialogue into a simple code-like format. Formally, given one dialogue  $d \in D$ , we denote M(.) as the structured format verbalizer, and the original graph can be mapped into a sequence as  $C_i = M(d)$ . For each utterance in the dialogue, we assigned it a sequence identifier <u> indicating its position in the dialogue. For the fundamental format, all utterances are listed as a sequence with entity\_list, while all reply dependencies are listed as a sequence with variable triple\_list. The specific example is shown in Figure 3.

After obtaining the structured textual representation of dialogue reply dependencies, we decompose the tasks into two different graph-centric instruction tasks: element extraction tasks  $\mathcal{E}$  and dialogue reply dependency analysis task  $\mathcal{R}$ .  $\mathcal{E}$  corresponds to the extraction of three single elements and tuple extraction (i.e., pair extraction and quadruple ex-



Figure 3: A specific sample to illustrate the transformation process of the Graph-Centric Dialogue Structuring strategy.

traction) in Figure 2. Additionally, in the quadruple extraction task, we prompt the model to first determine whether each utterance is a non-opinion. For the  $\mathcal{E}$ , both the dialogue and its structured textual representation are provided as inputs to help the LLM better utilize the dialogue reply dependency information. For the  $\mathcal{R}$ , only the dialogue is given as input, while the structured textual representation of the dialogue reply dependencies is used as the target output. This aims to enhance the LLM's ability to analyze the structure of the dialogue. Finally, given one dialogue  $d \in D$ , the LLM can be optimized by maximum likelihood with:

$$\mathcal{L}(\mathcal{T}_j) = -\sum_{i=1}^{N_j} \log \pi_{\theta}(\mathcal{Y}_i = \mathcal{A}_i | \mathcal{X}_i), \quad (1)$$
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# where $\pi_{\theta}$ denotes the LLM with trainable parameters $\theta$ , $\mathcal{Y}$ is the model output, $\mathcal{X}$ and $\mathcal{A}$ respectively represent the input sequence and reference label, which depends on the specific task definition.

# 3.2 Task-oriented Mixture of Experts Layer

Existing studies demonstrate that task-related information is helpful for improving model performance (Liu et al., 2024; Tian et al., 2024). We assume that there is task-shared knowledge among element extraction tasks and dialogue reply dependency analysis task, and by learning this knowledge, the model can achieve better performance in each task. To learn task-shared knowledge better, we replace each dense layer in the LLM with a task-oriented mixture of experts (MoE) layer.

In the task-oriented MoE layer, every expert can be denoted as  $\{E_i\}_{i=1}^N$  and is constructed as two decomposed low-rank matrices, where N denotes the number of experts. For the samples from task  $\mathcal{T}_i \in \{\mathcal{E}, \mathcal{R}\}$ , the output of intermediate LLM layers can be expressed as during the forward process of a linear layer paired with the task-oriented MoE layer, Specifically, each task is assigned a unique task identifier token. Then the task identifier token is fed into the task-motivated gate network. Upon identifying a task  $T_j$ , we extract the *j*-th column of E, which serves as the representation vector for that task, symbolized as  $e_i \in \mathbb{R}^{d_{\mathcal{T}}}$ , where  $\mathbb{R}^{d_{\mathcal{T}}}$  represents the dimension of the task embedding. Additionally, a linear transformation is applied to determine the contribution weights for task  $\mathcal{T}_i$ . This calculation is represented by the following equation:

$$\omega_j = \operatorname{Softmax}(W^{\mathcal{T}} e_j), \qquad (2)$$

where  $\omega_j \in \mathbb{R}^N$  represents the contribution weight vector tailored for task  $\mathcal{T}_j$ . The transformation matrix is denoted as  $W_{\mathcal{T}} \in \mathbb{R}^{N \times d_{\mathcal{T}}}$ . To avoid excessively large weights, a softmax operation is leveraged to normalize the contribution weights. Based on this structure, the forward process of a linear layer paired with a task-oriented MoE layer for samples from task  $\mathcal{T}_j$  is expressed as:

$$\mathbf{h}_{j} = \mathbf{W}_{0}\mathbf{x}_{j} + \frac{\alpha}{r} \cdot \sum_{i=1}^{N} \omega_{ji} \cdot E_{i}(\mathbf{x}_{j})$$
$$= \mathbf{W}_{0}\mathbf{x}_{j} + \frac{\alpha}{r} \cdot \sum_{i=1}^{N} \omega_{ji} \cdot \mathbf{B}_{i}\mathbf{A}_{i}\mathbf{x}_{j}, \quad (3)$$

where  $\mathbf{h}_j$  and  $\mathbf{x}_j$  represent the input and output of intermediate LLM layers for samples from  $\mathcal{T}_j$ . The

matrices  $\mathbf{B}_i \in \mathbb{R}^{d_{in} \times \frac{r}{N}}$  and  $\mathbf{A}_i \in \mathbb{R}^{\frac{r}{N} \times d_{out}}$  form the expert  $E_i$ . The hyper-parameter N denotes the number of experts in MOELoRA, and for each expert, the rank of matrices  $\mathbf{A}$  and  $\mathbf{B}$  is  $\frac{r}{N}$ .

## 3.3 Expert-Level Contrastive Learning

In the task-oriented mixture of experts layer, we aim to reduce feature redundancy between tasks and allow experts to focus on handling distinct task characteristics, thereby improving the overall efficiency of the model. To enhance expert differentiation and representation learning, we incorporate contrastive learning into the mixture of experts layer. Inspired by previous work (He et al., 2020; Luo et al., 2024a), our approach encourages representations of inter-expert to be more discriminative while maintaining intra-expert consistency.

Given a input sample x, let  $E(x) = \{E_1(x), \ldots, E_n(x)\}$  denote the set of expert outputs, where  $E_i(x) \in \mathbb{R}^{L \times D}$ , L is the sequence length activated by  $E_i$  and D is the hidden dimension. We first compute the gating activation for each expert via element-wise product:

$$\mathbf{G} = \operatorname{MeanPool}(E(x)) \odot \omega_j, \qquad (4)$$

where  $\omega_j \in \mathbb{R}^N$  represents the contribution weight vector same as in Equation 2. Then, we construct a binary mask to select activated tokens per expert using:  $\mathbf{M} = (\mathbf{G} > \epsilon)$ , where  $\epsilon$  denotes the threshold. Each token's expert representation is then L2normalized:  $\mathbf{E}(\mathbf{x}) = \frac{\mathbf{E}(\mathbf{x})}{\|\mathbf{E}(\mathbf{x})\|_2}$  to ensure numerical stability in contrastive similarity computations.

In terms of the contrastive pair construction, the outputs of the same expert are treated as positive samples, while the outputs of different experts are considered negative samples. We define the binary mask matrix  $\mathbf{P} \in \{0, 1\}^{N \times L \times L}$  as:

$$P_{q,k} = \begin{cases} P_{q,k^+}, & \text{if } q, k \text{ belong to the same expert} \\ P_{q,k^-}, & \text{otherwise} \end{cases}$$

(5) To construct the similarity matrix and stabilize training and prevent numerical overflow, we compute:

$$\hat{\mathbf{S}} = \exp\left(\frac{\mathbf{S}}{\tau}\right), \mathbf{S} = \mathbf{E}(\hat{\mathbf{x}}) \cdot \mathbf{E}(\hat{\mathbf{x}})^{\mathsf{T}},$$
 (6)

where  $\tau$  represents the temperature coefficient. To compute the final contrastive probability distribution, we normalize the similarity scores within each row: 284 285 286

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$$p_{q,(k^+,k^-)} = \frac{\hat{\mathbf{S}}_{q,k^+} \cdot P_{q,k^+}}{\sum_{k^-} \hat{\mathbf{S}}_{q,k^-} \cdot P_{q,k^-}}, \qquad (7)$$

the contrastive loss is then formulated as:

$$\mathcal{L}_{\text{contrastive}} = -\sum_{q \neq k_+} \log(p_{q,(k^+,k^-)}).$$
(8)

This contrastive loss forces representations of tokens assigned to the same expert to be close in 308 the learned space while separating representations assigned to different experts. The final training objective is a combination of the contrastive loss and the objective function for multi-task fine-tuning:

$$\mathcal{L} = \mathcal{L}(\mathcal{T}_i) + \lambda \mathcal{L}_{\text{contrastive}},\tag{9}$$

where  $\lambda$  is a hyperparameter controlling the trade-313 off between the primary extraction task and con-314 trastive expert learning. 315

#### 4 **Experimental Settings**

#### 4.1 Dataset

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We evaluate TaCoMoE using the DiaASQ dataset (Li et al., 2023a), the first multilingual dataset designed for dialogue-level aspect-based sentiment analysis. The raw data is sourced from the largest Chinese social media platform, comprising 1,000 dialogues available in both Chinese and English. Specifically, the dataset features multipart, multiturn conversations centered primarily on mobile phone-related topics. More detail is in Appendix Β.

#### 4.2 Comparison Methods

SpERT (Eberts and Ulges, 2019) features entity recognition and filtering, as well as relation classification with a context representation.

CRFExtract (Cai et al., 2021) adapts one of the 332 representative aspect-opinion co-extraction system. 333 ParaPhrase (Zhang et al., 2021a) reveals a more 334 comprehensive and complete aspect-level senti-335 ment structure.

Span-ASTE (Xu et al., 2021) considers the interaction between the whole spans of targets and opinions when predicting their sentiment relation. Meta-WP (Li et al., 2023a) manages to incorpo-341 rate rich dialogue-specific and discourse feature representations.

SADD (Luo et al., 2024b) proposes a multigranularity denoising generation model for denoising and a distribution-based solution for debiasing. 345



Figure 4: The results of experiments for expert number.

DMIN (Huang et al., 2024) enhances utterance interactions at the token level and introduces a novel integrator to address the challenge of data integration.

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H2DT (Li et al., 2024) leverages unified discourse features and triadic interaction for dialogue sentiment quadruple extraction.

ChatGPT4 (OpenAI, 2023) is a large language model developed by OpenAI, capable of understanding and generating human-like text across diverse tasks and domains.

ChatGLM (GLM et al., 2024) is an open-source, bilingual large language model, designed for dialogue and general-purpose language understanding tasks.

## 4.3 Evaluation Metrics

Following previous work (Li et al., 2023a, 2024), we mainly measure the performances in terms of four angles: span match (i.e., Target, Aspect, and Opinion), pair extraction (i.e., Target-Aspect, Aspect-Opinion, and Target-Opinion), triplet detection (i.e., Target-Aspect-Opinion), quadruple extraction (i.e., Target-Aspect-Opinion-Sentiment), and non-opinion detection through precision, recall, and F1 score metrics.

#### 4.4 **Implementation Details**

TaCoMoE uses ChatGLM3-6B<sup>1</sup> as the robust backbone model comprising 28 transformer layers, which are implemented in the Huggingface Transformers library (Wolf et al., 2020) and utilizes low rank adaptation (LoRA) (Hu et al., 2021) to perform parameter-efficient learning with rank = 16and set the rank of each expert to 2. Specifically, we conduct dedicated experiments to investigate the impact of the number of experts on quadruple extraction performance. As shown in the experimental results in the Figure 4, we observe that the model achieved the best score when the number of experts is set to 8. Therefore, we ultimately set the

<sup>&</sup>lt;sup>1</sup>https://huggingface.co/THUDM/chatglm3-6b

Data	Methods	Entity (F1)			Pair (F1)			Triplet			Quadruple		
Duiu	methods	Т	А	0	T-A	T-O	A-O	Р	R	F	Р	R	F
	CRF-Extract	91.11	75.24	50.06	32.47	26.78	18.90	/	/	9.25	/	/	8.81
	SpERT	90.69	76.81	54.06	38.05	31.28	29.05	/	/	14.19	/	/	13.00
	ParaPhrase	/	/	/	37.81	34.32	27.76	/	/	27.98	/	/	23.27
	Span-ASTE	/	/	/	44.13	33.42	32.21	/	/	30.85	/	/	27.42
	Meta-WP	90.23	<u>76.94</u>	59.35	48.61	43.31	45.44	/	/	37.51	/	/	34.94
711	SADD	/	/	/	51.13	46.72	47.87	/	/	41.05	/	/	37.80
ΖП	DMIN	/	/	/	57.62	<u>51.65</u>	56.16	/	/	47.50	/	/	44.49
	H2DT	91.72	76.93	<u>61.87</u>	50.48	48.39	52.40	<u>45.40</u>	<u>40.50</u>	42.81	42.78	<u>38.17</u>	40.34
	LLM-based												
	ChatGPT4 4-shot	36.89	37.69	39.03	19.72	18.78	22.85	11.59	14.50	12.88	10.67	13.36	11.86
	$ChatGLM3_{{\rm LoRA}}$	68.06	65.73	47.88	46.86	32.28	36.89	20.48	28.12	23.70	20.48	28.12	23.70
	ChatGLM3кто	68.84	64.42	48.17	46.49	33.12	37.44	30.81	26.97	28.77	27.91	24.68	26.20
	ТаСоМоЕ	<u>91.18</u>	81.48	64.63	<u>55.85</u>	52.48	<u>52.55</u>	45.87	42.49	<u>44.12</u>	<u>42.58</u>	39.44	<u>40.95</u>
	CRF-Extract	88.31	71.71	47.90	34.31	21.90	19.21	/	/	12.80	/	/	11.59
	SpERT	87.82	74.65	54.17	28.33	23.64	23.64	/	/	13.38	/	/	13.07
	ParaPhrase	/	/	/	37.22	32.19	30.78	/	/	26.76	/	/	24.54
	Span-ASTE	/	/	/	42.19	30.44	45.90	/	/	28.34	/	/	26.99
	Meta-WP	88.62	<u>74.71</u>	60.22	47.91	45.58	44.27	/	/	36.80	/	/	33.31
EN	SADD	/	/	/	50.82	49.64	49.70	/	/	<u>43.32</u>	/	/	38.87
EIN	DMIN	/	/	/	<u>53.49</u>	<u>52.66</u>	52.09	/	/	42.31	/	/	<u>39.22</u>
	H2DT	<u>88.69</u>	73.81	<u>62.61</u>	48.69	48.84	<u>52.47</u>	44.36	40.23	42.19	41.01	37.20	39.01
	LLM-based												
	ChatGPT4 4-shot	47.63	29.07	37.17	22.72	27.40	18.45	12.55	20.18	15.48	11.61	18.77	14.34
	$ChatGLM3_{{\rm LoRA}}$	70.76	61.99	52.25	46.92	41.07	40.33	33.01	31.09	32.02	29.39	27.80	28.57
	ChatGLM3кто	73.28	61.39	53.57	47.04	42.69	41.35	35.82	32.71	34.19	31.62	28.94	30.22
	TaCoMoE	91.04	77.02	63.13	54.53	52.86	53.71	44.09	44.27	44.18	41.99	42.16	42.08

Table 1: Performance (%) evaluation metrics for entity, pair, triplet, and quadruple extraction in both ZH (Chinese) and EN (English) datasets. The best results are highlighted in **bold** and the second best results are <u>underlined</u>. '/' means that the results are unavailable from the original paper. The results of all LLM-based methods are derived from experiments conducted using self-constructed instruction data.

number of experts to 8. The optimizer is AdamW (Loshchilov and Hutter, 2017) in all stages with initial learning rates of 2e-4. The maximum length is set as 2048 and batch size is set to 16. The TaCoMoE is trained on 4×24G NVIDIA RTX4090 GPUs. For all experiments, we report the results as the average over three runs with different random seeds.

#### **5** Results and Discussions

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#### 5.1 Comparison with Baseline Models

The overall performance of all the compared baselines and proposed TaCoMoE on the DiaASQ dataset is presented in Table 1.

Item Extraction We observe that our method outperforms all previous models on the item detection task for both datasets. This is attributed to the fact that our method, in contrast to previous approaches, adopts a multi-task framework and incorporates the single-element extraction task. On the English dataset, our method achieves improvements of 2.35%, 2.31%, and 0.52% over the previous state-of-the-art for the three sub-element extraction tasks, respectively. On the Chinese dataset, TaCoMoE achieves marked improvements of 4.54% and 2.76% on the aspect and opinion extraction.

**Pair Extraction** TaCoMoE achieves improvements on all metrics in pair extraction compared with SADD and H2DT, indicating that it has excellent ability in pairing binary relationships. In terms of the English dataset, significant improvements are observed in the T-A and A-O pair detection, with gains of 1.04% and 1.24% in F1 scores, respectively. The T-O pair detection also demonstrates a smaller improvement of 0.20%. In terms of the Chinese dataset, the T-O pair detection showcases improvements of 0.83% in F1 score. 410

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**Triplet and Quadruple Extraction** Regarding triplet extraction (i.e., Identification F1), TaCoMoE surpasses DMIN and SADD by 1.87% and 0.86% on English dataset, demonstrating the superiority of our proposed method in entity extraction and triplet correspondence. In the quadruple extraction task, TaCoMoE consistently obtains the best micro F1 score over comparison methods. Specifically, TaCoMoE obtains 2.86% absolute improvements on English dataset. Experimental results demonstrate that TaCoMoE achieves the new state-of-theart performances on English dataset.

**Discussion on Suboptimal Performance** We observe that, compared to DMIN, TaCoMoE yields

slightly lower results on the Chinese dataset. The 436 main reason is that DMIN employs different back-437 bone models for Chinese and English datasets; 438 specifically, it utilizes a customized pre-trained lan-439 guage model optimized for Chinese on the Chi-440 nese dataset, which already exhibits strong perfor-441 mance in tuple extraction tasks. In contrast, our 442 method uses a large language model as the back-443 bone, which, as shown in the experimental results, 444 performs relatively poorly in quad-tuple extraction 445 tasks-even after supervised fine-tuning, it can-446 not match previous state-of-the-art results. Nev-447 ertheless, TaCoMoE achieves competitive perfor-448 mance while jointly handling data in two different 449 languages, which we believe makes it a fair and 450 meaningful comparison to DMIN. Naturally, our 451 approach is applicable to large language models 452 of varying scales, and we plan to conduct further 453 investigations in this direction. 454

> **Compared to LLM-based Methods** In addition to the comparisons with the aforementioned SOTA results, we also observe that our method demonstrates superior efficiency when compared with LLM-based approaches. It consistently outperforms the compared supervised fine-tuning and reinforcement learning methods in both item extraction and tuple extraction tasks.

#### 5.2 Ablation Study

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In this section, we perform ablation studies to analyze the effects of critical modules in our TaCo-MoE, detailed in Table 2.

**Effects of Contrastive Learning** To study the effect of contrastive learning, we remove the  $\mathcal{L}_{Con}$ . Experimental results show that the performances of TaCoMoE<sub>w/o $\mathcal{L}_{Con}$ </sub> decrease in all metrics on both English and Chinese datasets. The performances on both datasets prove the effectiveness of expert-level contrastive learning. The visual demonstration of the further analysis comparing the impact of contrastive loss on the distribution of expert outputs in the semantic space is provided in Appendix C.1.

**Effects of Non-opinion Detection** To analyze the impact of non-opinion detection (NOD), we ignore the identification of utterances that do not contain opinions during the fine-tuning process and focus solely on quadruple extraction. As shown in 2, the performances of TaCoMOE<sub>w/o NOD</sub> fall sharply in all metrics. Taking the English dataset as an example, the model's performance on triplet and quadruple extraction decreased by 10.17% and 9.32%, respectively. The results prove the importance and superiority of considering non-opinion detection detection. A more detailed comparison with other LLM-based methods will be presented in Section 5.3.

Methods	Chine	se (F1)	English (F1)				
	Trip.	Quad.	Trip.	Quad.			
ТаСоМоЕ	43.12	40.95	44.18	42.08			
w/o $\mathcal{L}_{Con}$	$40.75_{\downarrow 2.37}$	38.66 <sub>12.29</sub>	$42.57_{\downarrow 1.61}$	$39.87_{\downarrow 2.21}$			
w/o NOD	$31.16_{\downarrow 11.96}$	$29.66_{\downarrow 11.29}$	$34.01_{\downarrow 10.17}$	$32.76_{\downarrow 9.32}$			
w/o GCDS	$40.30_{\downarrow 2.82}$	$38.51_{\downarrow 2.44}$	$41.59_{\downarrow 2.54}$	$40.00_{\downarrow 2.08}$			
- w/o Structure	$41.51_{\downarrow 1.61}$	$39.63_{\downarrow 1.32}$	$42.64_{\downarrow 1.54}$	$40.82_{\downarrow 1.26}$			
- w/o $\mathcal{T}^{Reply}$	$41.67_{\downarrow 1.45}$	$39.12_{\downarrow 1.83}$	$43.05_{\downarrow 1.13}$	$41.03_{\downarrow 1.05}$			

Table 2: Performance (%) comparison on Chinese and English datasets (F1 score).

Effects of Graph-Centric Dialogue Structuring Since we utilize Graph-Centric Dialogue Structuring strategy in both the task of dialogue reply relationship analysis and the dialogue input, we implement three vari- $TaCoMoE_{w/oT^{Reply}}, TaCoMoE_{w/oStructure},$ ants: and TaCoMoE<sub>w/o GCDS</sub>. These three variants respectively represent the removal of the dialogue reply relationship analysis task, the exclusion of the reply relationship, and the elimination of both the dialogue reply relationship analysis task and the reply relationship. Experimental results demonstrate that the performances of these three variants drop considerably on both English and Chinese datasets. The experimental results of our further validation of the GCDS strategy in understanding context and leveraging reply relationships are detailed in the Appendix C.3.

#### 5.3 Analysis of Non-opinion Detection

To rigorously investigate the contribution of nonopinion detection, we conduct experiments in two settings: training without non-opinion detection (w/o NOD) and with non-opinion detection (w NOD). The results are displayed in Table 3.

Since there has been no prior work specifically analyzing non-opinion utterances in the DiaASQ task, we conduct comparative experiments with ChatGPT-4<sub>4shot</sub> and ChatGLM3<sub>LoRA</sub> (GLM et al., 2024). Examples of instruction templates for fewshot and fine-tuning can be found in the Appendix D. It is evident that TaCoMoE achieves results that far exceed those of the other two methods, regardless of whether non-opinion detection is performed. For intra-method, we find that the finetuned method performs better when considering non-opinion detection compared to not consider490

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<root>sp either 12 <u1>spe photogra <u2>spe up weigh <u3>spe</u3></u2></u1></root>	<root>speaker0: The positioning of 12p seems to be quite embarrassing, I saw it is recommended to either 12 or 12 pm <ul> <li>vul&gt;speaker1: That's for sure The difference between pm and p is only 800, better battery life, better photography, bigger screen</li> <li>vu2&gt;speaker0: I originally wanted to buy the size of a pro, but its positioning, I feel like I have to give up weight for the camera</li> </ul></root>						
aspect m	aspect mainly for convenience						
<u4>spe</u4>	aker2: Yes, I found a lot of people say thi	s, but the PM is really too big and my h	ands are				
<u5>spe</u5>	aker0: Me too, the kind with small hands	, I want to buy PM for the camera, but i	it will really				
be too he	eavy like a brick						
ID	ТаСоМоЕ	w/o NOD	Ground Truth				
<root></root>	(12p, positioning, quite embarrassing, neg) 🤗	(12p, positioning, quite embarrassing, neg)	(12p, positioning, quite embarrassing, neg)				
<u1></u1>	(pm, battery life, better, pos) (pm, photography, better, pos) 🔗 (pm, screen, bigger, pos)	(pm, battery life, better, pos) (pm, photography, better, pos) (pm, screen, bigger, pos)	(pm, battery life, better, pos) (pm, photography, better, pos) (pm, screen, bigger, pos)				
<u2></u2>	statement-non-opinion	(pro, weight, give up, neg) (pro, camera, give up, neg)	statement-non-opinion				
<u3></u3>	(pm, photography, interested, pos)⊗ (12p, Not mentioned, don't pay attention, neg)⊗	(pm, photography, don't pay attention, neu) (pm, Not mentioned, convenience, pos)	) (pm, photography, interested, pos)				
<u4></u4>	statement-non-opinion	(PM, Not mentioned, too big, neg)	statement-non-opinion				
<u5></u5>	(PM, camera, too heavy like a brick, neg) 🛛 😢	(PM, camera, too heavy like a brick, neg)	(PM, camera, want to buy, pos)				

Figure 5: Case study. The primary target, aspect, and opinion in the dialogue are highlighted in different colors.

ing it. Additionally, after performing non-opinion detection, the model shows a more significant improvement in handling both quadruple and nonopinion utterances. This indicates that the model is better able to distinguish whether utterances contain opinions, thereby achieving improved results in quadruple extraction.

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Train	Methods	Wit	h-O	With-O + Non-O			
mann	Wiethous	Trip.	Quad.	Trip.	Quad.		
EN							
	ChatGPT44shot	23.70	22.47	18.09	17.14		
w/o NOD	ChatGLM3 <sub>LoRA</sub>	32.48	30.39	25.93	23.86		
WIGINOD	TaCoMoE	43.47	41.88	34.01	32.76		
	$\Delta$ (TaCoMoE)	10.99↑	$11.49\uparrow$	$8.08\uparrow$	8.90↑		
	ChatGPT44shot	19.04	17.71	15.48	14.34		
	ChatGLM3 <sub>LoRA</sub>	33.40	30.77	30.58	28.61		
WINOD	TaCoMoE	46.12	43.93	44.18	42.08		
	$\Delta$ (TaCoMoE)	12.72↑	13.16↑	13.60↑	13.47↑		
ZH							
	ChatGPT44shot	18.99	17.59	15.06	13.94		
w/o NOD	ChatGLM3 <sub>LoRA</sub>	29.04	27.19	22.84	21.39		
WIGINOD	TaCoMoE	38.84	37.59	31.16	29.66		
	$\Delta$ (TaCoMoE)	<b>9.80</b> ↑	$10.40\uparrow$	$8.32\uparrow$	8.27↑		
	ChatGPT44shot	14.89	13.72	12.88	11.86		
w NOD	ChatGLM3 <sub>LoRA</sub>	29.14	27.30	27.95	26.20		
WINOD	TaCoMoE	44.94	41.74	43.12	40.95		
	$\Delta$ (TaCoMoE)	$15.80\uparrow$	$14.44\uparrow$	$15.17\uparrow$	14.75↑		

Table 3: Performance (%) comparison of different methods in w NOD and w/o NOD scenarios. With-O refers to utterances that contain opinions, while Non-O refers to utterances that do not contain opinions.

#### 5.4 Case Study

To better understand how non-opinion detection affects the quadruple extraction results, we present a specific case in Figure 5.

Intuitively, we can observe that when considering non-opinion detection, our method correctly identifies  $\langle u2 \rangle$  and  $\langle u4 \rangle$  as "statement-nonopinion." In contrast, the model without performing non-opinion detection incorrectly extracts quadruples from these utterances. Actually, taking the  $\langle u4 \rangle$  as an example, it describes a dilemma in making a choice rather than explicitly expressing sentiment toward a specific Target-Aspect. Aside from this, we also observe that models that do not handle non-opinion cases tend to more easily misinterpret the speaker's opinion, leading to incorrect extraction of the final quadruples. Taking  $\langle u3 \rangle$ as an example, TaCoMoE correctly identifies the quadruples in the sentence but additionally extracts an incorrect quadruple, whereas TaCoMOE<sub>w/o NOD</sub> incorrectly identifies two quadruples. In this utterance, 'pay attention' and 'convenience' do not refer to any product, but rather express the speaker's attitude.

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## 6 Conclusion

In this paper, we propose an LLM-based approach that integrates contrastive learning to the taskoriented mixture of experts. Additionally, we define non-opinion utterances that contain no opinion associated with targets or aspects and incorporate non-opinion detection. For modeling dialogue response relations, we employ a Graph-Centric Dialogue Structuring strategy, enabling the LLM to understand dialogue reply structure. Experimental results and analyses illustrate the effectiveness of our proposed TaCoMoE.

#### 7 Limitations

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Although the proposed TaCoMoE achieves state-of-571 the-art results on the DiaASQ task, our approach still has its own limitations. Firstly, we use con-573 trastive learning in the mixture-of-experts layer and 574 treat the experts' outputs on activated tokens as positive and negative sample pairs, which increases training time. Secondly, the effectiveness of our 577 proposed Graph-Centric Dialogue Structuring strategy has not yet been validated on other tasks, and although it does not require an additional graph encoder, it increases the context length, leading 581 to higher memory usage. Lastly, we have preliminarily explored the contribution of non-opinion utterances to the DiaASQ task, but how to more 584 585 effectively distinguish whether utterances contain opinions or their opinions refer to any specific target or aspect remains to be further investigated.

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#### A Related Work

Aspect-Based Sentiment Analysis (ABSA), a subfield of sentiment analysis (Liu, 2012; Pontiki et al., 2014; Wang et al., 2016), initially focused on extracting single elements (e.g. target, aspect terms, categories, and opinion terms) (Li et al., 2018a,b;

Peng et al., 2019) and subsequent research shifting towards multi-pair extraction (e.g. aspect-opinion pair extraction, aspect sentiment term extraction, and aspect sentiment quadruple extraction) (Wu et al., 2021; Chen et al., 2022; Mao et al., 2022). Early research primarily targeted short, unstructured plain texts, and ABSA has now become a pivotal research area in the field of affective computing (Li et al., 2022; Chen et al., 2023). 961

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**Conversational Aspect-based Sentiment Quadruple Analysis** (DiaASQ) is a new sub-task of ABSA with complex textual content and structures. Li et al. (2023a) design the multi-view interaction layer and fuse rotary position embedding (RoPE) to model the dialogue utterance interactions. Li et al. (2024) introduce a token-level heterogeneous graph to model the complexities of speaker roles and reply relationships, enhancing the understanding of dialogue features. Luo et al. (2024b) propose segmentation-aided order bias mitigation model to simultaneously address both the one-to-many training challenge and the order bias.

**Discourse Structure** intuitively enhances the model's ability to encode unstructured human conversations more effectively, enabling it to focus on key utterances and achieve more accurate dialogue quadruple extraction and sentiment prediction. Deep sequential models are regarded as practical approaches for conversational discourse parsing (Shi and Huang, 2019; Liu and Chen, 2021). More recently, Peng et al. (2022) introduce a global-tolocal hierarchical graph network to model hierarchical discourse structures in dialogues. Li et al. (2023b) employ relational graph convolutional networks (RGCN) as the base graph network to encode the discourse structure as the symbolic knowledge. Zhang et al. (2023) propose DisGAT to integrate discourse structural information, which is built upon graph attention networks (GAT). Nonopinion Utterances The meaning and purpose of an utterance are influenced by specific contexts or dialogue history (Schröder et al., 2013). In the DiaASQ task, opinions are often closely linked to sentiment polarity. If an utterance does not contain an opinion or the opinion expressed fails to refer to any specific target or aspect, then it is also impossible to determine a clear sentiment or extract a complete quadruple from that utterance. In an earlier study on dialogue, Godfrey et al. (1992) introduce 42 types of dialogue acts, including statements that primarily convey factual information,

Dataset		Dialogue			Items			Pairs	Quadruples		
Dataset		Dia.	Utt.	Tgt.	Asp.	Opi.	T-A	T-O	A-O	Intra.	Cross.
	train	800	5,947	6,613	5,109	5,523	4,699	5,931	3,989	3,442	972
EN	valid	100	748	822	644	719	603	750	509	423	132
	test	100	757	829	681	592	592	751	496	422	123
	train	800	5,947	6,652	5,220	5,622	4,823	6,062	4,297	3,594	1,013
ZH	valid	100	748	823	662	764	621	758	538	440	137
	test	100	757	833	690	705	597	767	523	433	125

Table 4: The statistics of experimental datasets. 'Dia.' and 'Utt.' refer to dialogue and utterance, respectively. 'Tgt', 'Asp', and 'Opi' refer to target, aspect, and opinion terms, respectively. 'Intra' and 'Cross' refer to the intra-/cross utterance quadruples.

which are defined as *statement-non-opinion*. Given 1013 the uncertainty in defining the boundary for identi-1014 fying out-of-scope utterances, Larson et al. (2019) 1015 define them as those that do not belong to any of 1016 the existing intent classes and Zhang et al. (2024) adopt this definition in a recent study about intent 1018 recognition. Inspired by the aforementioned work, 1019 we believe that considering non-opinion utterances better aligns with real-world scenarios and practical applications. In this paper, we define statement-1022 non-opinion utterances as those that **do not contain** 1023 extractable opinions or their opinions do not re-1024 fer to any specific target or aspect. 1025

#### **B** Dataset Statistics

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The statistics of DiaASQ dataset are reported in Table 4. The dataset is divided into train/test/dev sets in an 8:1:1 ratio. Also, there is an average of one sentimental expression in each utterance.

#### C In-depth Analysis

#### C.1 Experts Representation Visualization



Figure 6: t-SNE visualization of representations learned by each expert. Each color represents the output of a specific expert, each point represents a token's 2D projection after t-SNE dimensionality reduction, and the distribution of points reflects the division of labor among experts.



Figure 7: Triplet and quadruple extraction scores on cross-utterance instances. The term 'w/o reply' and 'w/o structure' denotes the TaCoMoE<sub>w/oTReply</sub>, TaCoMoE<sub>w/o Structure</sub>.

We qualitatively visualize the learned representations of the experts with t-SNE (van der Maaten and Hinton, 2008). Figure 6 shows the visualization of the samples from different tasks. Compared with not using contrastive objective, the distribution of each expert representation learned by our TaCoMoE is more tight and united. It indicates that, under TaCoMoE, the outputs of the same expert are closer, enhancing the expert's focus on specific tasks. The outputs of different experts are farther apart, helping the model allocate resources more effectively in multi-task learning, promoting clear division of labor, and reducing interference between tasks. 1033

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#### C.2 Experiment Result in Cross-utterance

To further analyze our proposed Graph-Centric Dialogue Structuring strategy, we compare the performance of TaCoMoE, TaCoMoE<sub>w/oTReply</sub>, and TaCoMoE<sub>w/o Structure</sub> on cross-utterance quadruples as demonstrated in Figure 7.

Cross-utterance quadruple refers to the elements of the quadruples potentially coming from different utterances. The comparison results show that removing either the task or the reply relationships leads to a noticeable decrease in the model's per-

Data	Methods	Entity (F1)			Pair (F1)			Triplet			Quadruple		
Duiu	Methous	Т	А	0	T-A	T-O	A-O	Р	R	F	P	R	F
ZH	w Linear Textual	89.54	78.84	61.42	48.79	49.83	48.70	38.34	39.84	39.08	36.39	37.82	37.09
	w GCDS	91.18	81.48	64.63	55.85	52.48	52.55	45.87	42.49	44.12	42.58	39.44	40.95
EN	w Linear Textual	90.06	77.51	57.64	51.50	49.56	50.95	40.99	42.00	41.49	38.58	39.53	39.05
	w GCDS	91.04	77.02	63.13	54.53	52.86	53.71	44.09	44.27	44.18	41.99	42.16	42.08

Table 5: Performance (%) evaluation metrics for entity, pair, triplet, and quadruple extraction in both ZH (Chinese) and EN (English) datasets.

formance on extracting cross-utterance quadruples. As such, TaCoMoE, enhanced with the GCDS strategy, shows a marginal but discernible improvement in the extraction of cross-utterance quadruples on both Chinese and English datasets. Combining the experimental results mentioned above with those presented in Section 5.2 underscores the superiority and robustness of the proposed GCDS strategy.

# C.3 Compared with Linear Textual Description

In this section, we compare our proposed Graph-Centric Dialogue Structuring strategy with a simple linear textual description. The results are shown in the Table 5. The results show that the proposed GCDS strategy outperforms the simple linear prompts in single-element extraction, pairwise tuple extraction, triplet, and quadruplet extraction tasks, demonstrating the effectiveness of the strategy.

## **D** Instruction

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In this section, we provide examples of instruction templates for conducting few-shot learning with ChatGPT-4. The detailed instructions are detailed in Figure 8.

For the quadruple extraction task, we first assign a specific role to the dialogue model and inform it of the particular task at hand along with its definition. Following this, we establish several rules to standardize the model's output, making it more aligned with real-label outputs and easier to evaluate using metrics. Specifically, for the few-shot learning with ChatGPT-4, we designed two versions: one that considers non-opinion detection and one that does not. For the version that includes non-opinion detection, we added utterances labeled as 'statement-non-opinion' along with normal containing quadruple utterances to the examples. For the latter version, we only included utterances with quadruple.

Train	Instruction
	English
w NOD	Now you are an expert in conversational sentiment quadruple extraction. Given a conversation that contains the input utterance and its context and the corresponding replying structure, you first need to understand the replying structure and and extract all target-aspect-opinion triples, then identify the sentiment polarity associated with the opinion. Note that: 1) If the corresponding opinion of the target item cannot be found in the conversation, you should output 'statement-non- opinion'. 2) Each element must appear in the conversation. 3) You only need to identify the discussed quadruples from the input utterance. 4) If the corresponding aspect of the target item cannot be found in the conversation, you can use 'Not mentioned' as a substitute. 5) Formulate your output into (target, aspect, opinion, sentiment),, ensuring each element is clearly identified and the sentiment must be one of Positive, Neutral or Negative.\n###Context:\nroot>speaker0: So I still bought 12X, although the cost - effective is not high, but I have no choice .\n###Replying structure:\nGraph[name=\''dialogue- replying-structure\'']{\n entity_list = [' <root>'\n triple_list = ['<root> &gt;&gt; <root>)[relation=\''reply\\'']']\n}.n###Answer:\nHere are a few examples you can refer to:\n###Input:<ua><uselware< <="" th="" uselware<=""></uselware<></ua></root></root></root>
w/o NOD	Now you are an expert in conversational sentiment quadruple extraction. Given a conversation that contains the input utterance and its context and the corresponding replying structure, you first need to understand the replying structure and extract all target-aspect-opinion triples, then identify the sentiment polarity associated with the opinion. Note that: 1) If the corresponding opinion of the target item cannot be found in the conversation, you should output 'statement-non-opinion'. 2) Each element must appear in the conversation. 3) You only need to identify the discussed quadruples from the input utterance. 4) If the corresponding aspect of the target item cannot be found in the conversation, you can use 'Not mentioned' as a substitute. 5) Formulate your output into (target, aspect, opinion, sentiment),, ensuring each element is clearly identified and the sentiment must be one of Positive, Neutral or Negative.\m##Context:\msincerely advise everyone not to buy black sharks ! Intersection/m###Replying structure:\mGraph[name=\''dialogue-replying-structure\'']{m entity_list = [' <root>']\n triple_list = ['(<root> - &lt; root&gt;)[relation=\'''reply\'']]\n}\###Answer:(Mere are a few examples you can refer to:\m###Input:<ua>speaker0: I sometimes feel that the pictures I sont zeverg good, maybe the screen is not very good, and the pictures don't look very good \\m##Answer:(10 Extreme, screen, not very good, Negative)\m###Input:<ua>speaker0: 13Pro consumption is really so fast [ Hum ] is not just mine consume power that fast , okay '\m###Answer:(13Pro, consumption, fast, Negative), (13Pro, consume power, fast, Negative)\m##Hmput:<ua>speaker0: I feel that my V30pro can still fight for several years , it 's still the core of 990 [ allow sad ]\m###Answer:(Y03pro, Not mentioned, fight for several years, positive)\m##Input:<ua>speaker0: Brother , Fold3 really can't beat, X2\m###Answer:(X2, Not mentioned, can't beat, Positive), (Fold3, Not mentioned, can't beat, Negative)\m</ua></ua></ua></ua></root></root>
	Chinese
w NOD	你现在是一位对话情感四元组提取的专家。给定一段包含上下文以及输入语句的对话以及对应的回复结构,你首先需要理解句间依赖关系并提取所有的目标-方面-意见三元组,然后识别与意见相关的情感极性最后组成四元组。请注意以下几点:1)如果目标对应的意见在对话我不到,你应当输出'不含意见'。2)每个元素必须出现在对话中。3)你只需要提取输入语句中的四元组并且情感必须是积极、中立或消极中的一个。4)如果目标项的对应方面在对话中找不到,可以使用'未提及'作为替代。5)将你的输出格式化为(目标,方面,意见,情感),…,确保每个四元组和元素被提取出来。\n###F下文:\n <root>说话人0:所以我还是买了12x,虽然性价比不高,但是没得选\n###输入语句:</root>
w/o NOD	你现在是一位对话情感四元组提取的专家。给定一段包含上下文以及输入语句的对话以及对应的回复结构,你首先需要理解句间依赖关系并提取所有的目标-方面-意见三元组,然后识别与意见相关的情感极性最后组成四元组。请注意以下几点:1)如果目标对应的意见在对话我不到,你应当输出'不含意见'。2)每个元素必须出现在对话中。3)你只需要提取输入语句中的四元组并且情感必须是积极、中立或消极中的一个。4)如果目标项的对应方面在对话中找不到,可以使用'未提及'作为替代。5)将你的输出格式化为(目标,方面,意见,情感),…,确保每个四元组和元素被提取出来。\n###上下文: \n <root>说话人0:所以我还是买了12x,虽然性份比不高,但是没得选\n###输入语句:</root>

Figure 8: Instructions for conducting few-shot learning with ChatGPT4 in quadruple extraction task.