

DA2PL 2020

Explaining Robust Additive Decision Models: Generation of Mixed Preference-Swaps chains Using MILP

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 - How do we explain?
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Explanation in MultiCriteria Decision Aiding

Explanation in MCDA : MCDA in a nutshell!

- A **client** has a **problem** and asks for an **advice**.
- The **problem** involves **multi-attribute** alternatives.
- An **analyst** helps the **client** to find a **solution**.
- The **analyst** uses **formal models of rationality**.
- Such **model** inputs : data, **preference information** ...
- Such **model** output : a **recommendation**.

The Goals

- **Interpretability** ([Labreuche and Fossier, 2018])
- **Accountability** ([Belahcene et al., 2018])
- **Trust and Acceptance from the user** ([Labreuche et al., 2011])
- ...

The Goals

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The Means

- **Argumentation** ([Amgoud and Prade, 2009])
- **Language** ([Labreuche et al., 2011], [Labreuche et al., 2012])
- ...

Explanation of Robust Additive Decision Models

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The decision situation

- **Two (02) characters** : a decision-maker (\mathcal{DM}) and an analyst (\mathcal{DA}).
- **A recommendation** : choosing, ranking or sorting.
- **A finite set of alternatives** : \mathbb{A}
 - n criteria
 - $\mathbb{X}_i = \{x_i^1, x_i^2, \dots, x_i^{r_i-1}, x_i^{r_i}\}$ with $x_i^{r_i} \succsim_i x_i^{r_i-1} \succsim_i \dots \succsim_i x_i^2 \succsim_i x_i^1$
 - $\mathbb{A} \subset \mathbb{X} = \prod_{i=1}^n \mathbb{X}_i$.
- **Preference information (PI)** : holistic pairwise comparisons
- **Preference representation** : additive multi-attribute value model

$$x \succsim y \Leftrightarrow \mathcal{U}(x) = \sum_{i=1}^n u_i(x_i) \geq \sum_{i=1}^n u_i(y_i) = \mathcal{U}(y) \quad (1)$$

The decision situation : Selection of masks suppliers

- $\mathbb{A} = \{ \mathbf{c, o, r, o, n, a, v, i, r, u, s} \}; |\mathbb{A}| = 9.$
- The recommendation : 4 best suppliers
- $n = 6$ criteria
 1. **customizable**: “yes” (+) or “no” (-)
 2. **washable**: “yes” (+) or “no” (-)
 3. **delivery time**: “1 - 14 days” (+) or “15 - 30 days” (-)
 4. **quality**: “high” (+) or “good” (-)
 5. **affordability**: “acceptable” (+) or “expensive” (-)
 6. **provider reputation**: “good” (+) or “fair” (-)

	1	2	3	4	5	6
<i>c</i>	+	+	-	-	+	+
<i>o</i>	+	-	+	+	+	-
<i>n</i>	-	+	+	+	+	-
<i>a</i>	+	+	+	-	-	+
<i>v</i>	+	+	+	+	-	-
<i>i</i>	+	-	+	-	+	+
<i>r</i>	-	-	+	+	+	+
<i>u</i>	+	+	-	+	+	-
<i>s</i>	-	+	+	+	-	+

Performance table

- $\forall i \in \{1, \dots, n\}, r_i = 2$
- Preference knowledge :

$$\mathbb{PI} = \{ \mathbf{r} \succ \mathbf{i}, \mathbf{v} \succ \mathbf{i}, \mathbf{u} \succ \mathbf{s}, \mathbf{r} \succ \mathbf{u} \}$$

$$\mathbb{PI} = \{ (\mathbf{r}, \mathbf{i}), (\mathbf{v}, \mathbf{i}), (\mathbf{u}, \mathbf{s}), (\mathbf{r}, \mathbf{u}) \}$$

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Additive value function \mathcal{U} is **additively compatible** with \mathbb{PI} , if for all $(a, b) \in \mathbb{PI}$,

$$\mathcal{U}(a) = \sum_{i=1}^n u_i(a_i) \geq \sum_{i=1}^n u_i(b_i) = \mathcal{U}(b)$$



Definition ([Greco et al., 2008]). **Necessary preference relation**

Given \mathbb{PI} , x is **necessarily preferred** to $y - (x, y) \in \mathcal{N}_{\mathbb{PI}}$ – if $\mathcal{U}(x) \geq \mathcal{U}(y)$ holds for every function $\mathcal{U} \in \mathbb{X} \rightarrow \mathbb{R}$ additively compatible with \mathbb{PI} .



Proposition ([Greco et al., 2008]).

Given \mathbb{PI} ; $(x, y) \in \mathcal{N}_{\mathbb{PI}}$ iff, the following LP has a **non-negative solution**:

$$\text{Min } \sum_{i=1}^n u_i(x_i) - \sum_{i=1}^n u_i(y_i)$$

$$\text{s.t. } \begin{cases} \sum_{i=1}^n u_i(a_i) \geq \sum_{i=1}^n u_i(b_i) & \forall (a, b) \in \mathbb{PI} \\ u_i(z_i^{r_i}) \geq u_i(z_i^{r_i-1}) & \forall i \in \{1, \dots, n\}, \forall r_i \geq 2 \end{cases}$$

The necessary preference relation



Proposition ([Belahcene et al., 2017]). Characterization of $\mathcal{N}_{\mathbb{P}\mathbb{I}}$ using covectors
Given $\mathbb{P}\mathbb{I}$, $(x, y) \in \mathcal{N}_{\mathbb{P}\mathbb{I}}$ iff $(x, y)^*$ can be written as a **linear combination with non-negative coefficients** of the covectors representing the preference information $\mathbb{P}\mathbb{I}$ and the covectors of the dual base that represent Pareto dominance.

The necessary preference relation : Back to our example (1/2)

- $\mathbb{A} = \{ \mathbf{c}, \mathbf{o}, \mathbf{r}, \mathbf{o}, \mathbf{n}, \mathbf{a}, \mathbf{v}, \mathbf{i}, \mathbf{r}, \mathbf{u}, \mathbf{s} \}$
- $|\mathbb{A}| = 9$.
- \mathcal{B} : the 4 best suppliers set.
- $x \in \mathbb{X}$ belongs to \mathcal{B} iff :
 $|\{y \in \mathbb{A} : x \neq y \text{ and } (x, z) \in \mathcal{N}_{\mathbb{P}\mathbb{I}}\}| \geq 5$
- $\mathbb{P}\mathbb{I} = \{(\mathbf{r}, \mathbf{i}), (\mathbf{v}, \mathbf{i}), (\mathbf{u}, \mathbf{s}), (\mathbf{r}, \mathbf{u})\}$
- $\mathbf{r} \in \mathcal{B}$ since
 $\{(r, i), (r, u), (r, s), (\mathbf{r}, \mathbf{a}), (\mathbf{r}, \mathbf{c})\} \subset \mathcal{N}_{\mathbb{P}\mathbb{I}}$

	1	2	3	4	5	6
c	+	+	-	-	+	+
o	+	-	+	+	+	-
n	-	+	+	+	+	-
a	+	+	+	-	-	+
v	+	+	+	+	-	-
i	+	-	+	-	+	+
r	-	-	+	+	+	+
u	+	+	-	+	+	-
s	-	+	+	+	-	+

Performance table

The necessary preference relation : Back to our example (2/2)

Why $\{(r, a), (r, c)\} \subset \mathcal{N}_{PI}$?

$$(r, a)^* = (r, i)^* + (r, u)^* + (u, s)^*$$

$$\begin{pmatrix} -1 & 0 & 0 & 1 & 0 & 0 \end{pmatrix} = (r, i)^*$$

$$+ \begin{pmatrix} -1 & -1 & 1 & 0 & 0 & 1 \end{pmatrix} = (r, u)^*$$

$$+ \begin{pmatrix} 1 & 0 & -1 & 0 & 1 & -1 \end{pmatrix} = (u, s)^*$$

$$\begin{pmatrix} -1 & -1 & 0 & 1 & 1 & 0 \end{pmatrix} = (r, a)^*$$

$$(r, c)^* = 2 \times (r, u)^* + (u, s)^* + (v, i)^*$$

$$\begin{pmatrix} -2 & -2 & 2 & 0 & 0 & 2 \end{pmatrix} = 2 \times (r, u)^*$$

$$+ \begin{pmatrix} 1 & 0 & -1 & 0 & 1 & -1 \end{pmatrix} = (u, s)^*$$

$$+ \begin{pmatrix} 0 & 1 & 0 & 1 & -1 & -1 \end{pmatrix} = (v, i)^*$$

$$\begin{pmatrix} -1 & -1 & 1 & 1 & 0 & 0 \end{pmatrix} = (r, c)^*$$

	1	2	3	4	5	6
c	+	+	-	-	+	+
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a	+	+	+	-	-	+
v	+	+	+	+	-	-
i	+	-	+	-	+	+
r	-	-	+	+	+	+
u	+	+	-	+	+	-
s	-	+	+	+	-	+



Definition: Covector in the case of a binary core

The covector of (x, y) denoted by $(x, y)^*$ is the n -component vector $(x, y)^* = (\lambda_i)_{1 \leq i \leq n}$ where :

$$\lambda_i = \begin{cases} -1 & \text{if } y_i \succ x_i \\ 0 & \text{if } x_i \sim y_i \\ 1 & \text{if } x_i \succ y_i \end{cases}$$

see [Belahcene et al., 2017] for the general definition.

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How do we explain?

...Explaining via cancellation [Belahcene et al., 2019]

- Grounded on the *Cancellation axiom* of additive model.
- From *premises* (\mathbb{PI} element) to a *conclusion* ($\mathcal{N}_{\mathbb{PI}}$ element).
- Canceling out terms across pairwise preference statements.

$$\mathbb{PI} = \{(r, i), (v, i), (u, s), (r, u)\}$$

$$\begin{array}{cccccccc} & 1 & 2 & 3 & 4 & 5 & 6 & & 1 & 2 & 3 & 4 & 5 & 6 \\ \mathbf{r} & \cancel{+} & \cancel{+} & \cancel{+} & \cancel{+} & \cancel{+} & \cancel{+} & \sim & + & \cancel{+} & \cancel{+} & - & \cancel{+} & \cancel{+} & \mathbf{i} \\ \mathbf{r} & - & - & + & + & + & + & \sim & \cancel{+} & + & + & \cancel{+} & - & + & \mathbf{s} \\ \hline \mathbf{r} & - & - & + & + & + & + & \sim & + & + & + & - & - & + & \mathbf{a} \end{array}$$

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- + Complete : all preference statement inferred are supported.
- Require technical knowledge from the \mathcal{DM} .
- Not suited for narration (parallel by nature).

...Explaining via sequence of preference swaps

[Belahcene et al., 2019]

“If every alternative for a given objective is rated equally ... you can ignore that objective in making your decision.” ([Hammond et al., 1998])



Definition: Preference-swaps explanation

Given \mathbb{PI} , $(x, y) \in \mathcal{N}_{\mathbb{PI}}$, an **explanation** of (x, y) is a **sequence** :

$x := e^{(0)} \succsim e^{(1)} \succsim \dots \succsim e^{(l)} := y$ of length l ($l > 1$), with $(e^{(j-1)}, e^{(j)}) \in \mathcal{N}_{\mathbb{PI}}$
 $\forall j \in \llbracket 1; l \rrbracket$ and differing on **at most 2** criteria (*the order*).

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 $\forall j \in \llbracket 1; l \rrbracket$ and differing on **at most 2** criteria (*the order*).

- + Easily scriptable in a natural language and well suited for narration.
- + Reduction to its minimum the cognitive effort required from the decision-maker.
- Not complete : some preference statements are not supported.
- In the general case, some shortest explanations could be arbitrarily long.

Explaining via sequence of preference swaps

...the case of a **binary core**

ie \mathbb{PI} reference two levels according to each point of view .

+ Explanations can be kept short ($\leq \lfloor \frac{n}{2} \rfloor + 1$)

- Preference-swap of *order 2*:
 - one *pro* argument (i) vs. one *con* argument (j).
 - Double flip : $i : + \Rightarrow - ; j : - \Rightarrow +$
- Preference-swap of *order 1*: **Monotonicity**.
- The explanation sequence :
 - counterbalance each *con* argument by one *pro*.
 - expression of Pareto Dominance.



Definition: Pros and Cons of a Statement

Given \mathbb{PI} and $(x, y) \in \mathcal{N}_{\mathbb{PI}}$, we define :

$$(x, y)^+ := \{i \in \{1, \dots, n\} : (x, y)_i^* = +1\}$$

$$(x, y)^- := \{i \in \{1, \dots, n\} : (x, y)_i^* = -1\}$$

In other words, $(x, y)^+$ is the subset of criteria i on which $x_i = +$ and $y_i = -$ and $(x, y)^-$, the subset of criteria i on which $x_i = -$ and $y_i = +$.

Explaining via sequence of preference swaps : Example

Can we explain why $\{(r, a), (r, c)\} \subset \mathcal{N}_{\text{PI}}$?

$$\text{PI} = \{(r, i), (v, i), (u, s), (r, u)\}$$

$(r, a) \in \mathcal{N}_{\text{PI}}$

$$(r, a)^+ = \{\text{quality, affordability}\}; (r, a)^- = \{\text{customizable, washable}\}$$

$$r := \begin{array}{cccccc} - & - & + & + & + & + \\ \sim & & \textcircled{1} & & & \textcircled{2} \\ - & + & + & + & - & + \end{array} \quad \sim \quad \begin{array}{cccccc} + & + & + & - & - & + \\ \textcircled{1} & & & & & \textcircled{2} \\ + & + & + & - & - & + \end{array} := a$$

You prefer the supplier r over the supplier a because every thing else being equal:

- ① you prefer an affordable mask to a washable one and
- ② you prefer a high quality mask to a customizable one.

	1	2	3	4	5	6
r	-	-	+	+	+	+
a	+	+	+	-	-	+

Pros and Cons arguments of $(r, a) \in \mathcal{N}_{\text{PI}}$

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$$r := \text{-- -- + + + + } \overset{\textcircled{1}}{\sim} \text{-- + + + -- } \overset{\textcircled{2}}{\sim} \text{+ + + -- +} := a$$

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$(r, c) \in \mathcal{N}_{\text{PI}}$

$$(r, c)^+ = \{\text{delivery time, quality}\}; (r, c)^- = \{\text{customizable, washable}\}$$

- $r := \text{-- -- + + + + } \overset{\sim}{\sim} \text{-- + + -- + + } \overset{\sim}{\sim} \text{+ + -- -- + +} := c$ X
because $(\text{-- + + -- + +}, \text{+ + -- -- + +}) \notin \mathcal{N}_{\text{PI}}$
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	1	2	3	4	5	6
r	-	-	+	+	+	+
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Pros and Cons arguments of $(r, c) \in \mathcal{N}_{\text{PI}}$

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What is a Mixed explanation?



Definition: Mixed explanation

Given \mathbb{PI} , $(x, y) \in \mathcal{N}_{\mathbb{PI}}$. A **mixed explanation** corresponds to a sequence

$$x := e^{(0)} \underset{\mathcal{U}}{\succsim} e^{(1)} \underset{\mathcal{U}}{\succsim} \dots \underset{\mathcal{U}}{\succsim} e^{(l)} := y \quad (2)$$

where :

- $\underset{\mathcal{U}}{\succsim}$ the binary relation induced by \mathcal{U} on \mathbb{X} , \mathcal{U} being \mathbb{PI} -compatible.
- $(e^{(j-1)}, e^{(j)})$ differing on **at most 2** criteria $\forall j \in \llbracket 1; l \rrbracket$
- each *con* argument should be counterbalanced **exactly once**, i.e.

$$\forall j \in (x, y)^-, \left| \left\{ k \in \llbracket 1, l \rrbracket : (e^{(k-1)}, e^{(k)})^- = \{j\} \right\} \right| = 1; \quad (3)$$

- any *pro* argument can be used **at most once**, i.e.

$$\forall i \in (x, y)^+, \left| \left\{ k \in \llbracket 1, l \rrbracket : (e^{(k-1)}, e^{(k)})^+ = \{i\} \right\} \right| \leq 1; \quad (4)$$

- there is a (potentially empty) set $\mathcal{M} \subset \{1, \dots, l\}$ such as for all $m \in \mathcal{M}$, we have $(e^{(m-1)}, e^{(m)}) \in \mathcal{N}_{\mathbb{PI}}$

Why going beyond the necessary explanation and embracing a mixed explanation ?

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- *Necessary explanations* are less often computable than *Mixed explanations*.

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Any decision maker would rather have an explanation than none at all.
- Suggest to decision-makers a way of reasoning they could appropriate.
Some decision makers find the task of comparing alternatives difficult.

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- Mixed explanations help to collect additional preferential information.
Snowball effect.

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Snowball effect.
- Make use of the full capacity to explain via *preference-swaps of order* at most 2.

Computing Mixed Explanation : MILP formulation

Given $\mathbb{P}\mathbb{I}$, $(x, y) \in \mathcal{N}_{\mathbb{P}\mathbb{I}}$. Let $\mathbb{S} := (x, y)^+ \times (x, y)^-$ be the *swaps space*. $|\mathbb{S}| \in \mathcal{O}(n^2)$.
Determine $\mathcal{S}(\subset \mathbb{S})$ the set of 2-order *preference-swaps* used in *mixed explanation*.

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Variables

- $u_i(+)$ and $u_i(-)$, $\forall i \in \{1 \dots n\}$

- $$b_s = \begin{cases} 1 & \text{iff } s \in \mathcal{S} \\ 0 & \text{Otherwise.} \end{cases}$$

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Constraints

- Preference information :

$$\sum_{i=1}^n u_j(a_i) \geq \sum_{i=1}^n u_j(b_i) \quad \forall (a, b) \in \mathbb{PI}$$

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Constraints

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$$\sum_{i=1}^n u_i(a_i) \geq \sum_{i=1}^n u_i(b_i) \quad \forall (a, b) \in \mathbb{PI}$$

- Normalization:

$$\begin{cases} u_i(-) = 0 \quad \forall i \in \{1, \dots, n\} \\ \sum_{i=1}^n u_i(+) = 1 \end{cases}$$

- Monotonicity :

$$u_i(+) - u_i(-) \geq 0 \quad \forall i \in \{1, \dots, n\}.$$

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Determine $\mathcal{S}(\subset \mathbb{S})$ the set of 2-order *preference-swaps* used in *mixed explanation*.

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$$b_s = \begin{cases} 1 & \text{iff } s \in \mathcal{S} \\ 0 & \text{Otherwise.} \end{cases}$$

- Each *con* counterbalanced exactly once :

$$\sum_{s=(i,j) \in \mathbb{S}} b_s = 1 \quad \forall j \in (x, y)^-$$

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- Each *con* counterbalanced exactly once :

$$\sum_{s=(i,j) \in \mathbb{S}} b_s = 1 \quad \forall j \in (x, y)^-$$

- Each *pro* is used at most once:

$$\sum_{s=(i,j) \in \mathbb{S}} b_s \leq 1 \quad \forall i \in (x, y)^+$$

Constraints

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$$\sum_{i=1}^n u_j(a_i) \geq \sum_{i=1}^n u_i(b_j) \quad \forall (a, b) \in \mathbb{PI}$$

- Normalization:

$$\begin{cases} u_i(-) = 0 \quad \forall i \in \{1, \dots, n\} \\ \sum_{i=1}^n u_i(+) = 1 \end{cases}$$

- Monotonicity :

$$u_i(+) - u_i(-) \geq 0 \quad \forall i \in \{1, \dots, n\}.$$

Computing Mixed Explanation : MILP formulation

Given \mathbb{PI} , $(x, y) \in \mathcal{N}_{\mathbb{PI}}$. Let $\mathbb{S} := (x, y)^+ \times (x, y)^-$ be the *swaps space*. $|\mathbb{S}| \in \mathcal{O}(n^2)$.
Determine $\mathcal{S}(\subset \mathbb{S})$ the set of 2-order *preference-swaps* used in *mixed explanation*.

Variables

- $u_i(+)$ and $u_i(-)$, $\forall i \in \{1 \dots n\}$

$$b_s = \begin{cases} 1 & \text{iff } s \in \mathcal{S} \\ 0 & \text{Otherwise.} \end{cases}$$

- Each *con* counterbalanced exactly once :

$$\sum_{s=(i,j) \in \mathbb{S}} b_s = 1 \quad \forall j \in (x, y)^-$$

- Each *pro* is used at most once:

$$\sum_{s=(i,j) \in \mathbb{S}} b_s \leq 1 \quad \forall i \in (x, y)^+$$

- *Preference-swap* constraint :

$$\forall s = (i, j) \in \mathbb{S}, [u_i(+)-u_i(-)] - [u_j(+)-u_j(-)] \geq b_s - 1$$

- Normalization:

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Constraints

- Preference information :

$$\sum_{i=1}^n u_i(a_i) \geq \sum_{i=1}^n u_i(b_i) \quad \forall (a, b) \in \mathbb{PI}$$

- *Preference-swap* constraint :

$$\forall s = (i, j) \in \mathbb{S}, [u_i(+)-u_i(-)] - [u_j(+)-u_j(-)] \geq b_s - 1$$

- Normalization:

$$\begin{cases} u_i(-) = 0 \quad \forall i \in \{1, \dots, n\} \\ \sum_{i=1}^n u_i(+)= 1 \end{cases}$$

Objective

$\mathbb{S}^{\mathcal{N}_{\mathbb{PI}}}$: the subset of *necessary preference-swaps* in \mathbb{S} ,
Maximize or Minimize :

- Monotonicity :

$$u_i(+)-u_i(-) \geq 0 \quad \forall i \in \{1, \dots, n\}.$$

$$\sum_{s \in \mathbb{S}^{\mathcal{N}_{\mathbb{PI}}}} b_s$$

Explanation in MultiCriteria Decision Aiding

Explanation of Robust Additive Decision Models

The decision situation

What do we explain ?

How do we explain?

Mixed-Explanation in binary core

Definition and Motivation

Computation using MILP

Extensions

Extensions (1/2)

- Use \mathbb{PI} elements into the explanation sequence.

$$\mathbb{PI} = \{(r, i), (v, i), (u, s), (r, u)\}, (r, c) \in \mathcal{N}_{\mathbb{PI}}$$

$$r := \begin{array}{cccccccc} - & - & + & + & + & + & \textcircled{1} & \\ & & & & & & \gamma & \\ & & & & & & \underbrace{+ + - + + -}_{u} & \\ & & & & & & \gamma & \\ & & & & & & \textcircled{2} & \\ & & & & & & + & + & - & - & + & + & := c \end{array}$$

versus

$$r := \begin{array}{cccccccc} - & - & + & + & + & + & \textcircled{1} & \\ & & & & & & \gamma & \\ & & & & & & - & + & - & + & + & + & + & \\ & & & & & & \gamma & \\ & & & & & & \textcircled{2} & \\ & & & & & & + & + & - & - & + & + & := c \end{array}$$

You prefer the supplier r over the supplier c because :

- you tell me that you prefer supplier r to u and
- every thing else being equal you prefer a high quality mask from a fair reputation supplier to a just good quality one supplied by a more well-known provider.

versus

- you might prefer a quick delivery of non-washable masks to a late delivery of washable masks and
- you prefer non-customizable masks of high quality to customizable ones and of good quality.

Extensions (1/2)

- Use \mathbb{PI} elements into the explanation sequence.

$\mathbb{PI} = \{(r, i), (v, i), (u, s), (r, u)\}, (r, c) \in \mathcal{N}_{\mathbb{PI}}$

• $r := - - + + + + \overset{\textcircled{1}}{\gamma} \underbrace{+ + - + + -}_{u} \overset{\textcircled{2}}{\gamma} + + - - + + := c$

versus

• $r := - - + + + + \overset{\textcircled{1}}{\gamma} - - + + + + \overset{\textcircled{2}}{\gamma} + + - - + + := c$

You prefer the supplier r over the supplier c because :

- ① you tell me that you prefer supplier r to u and
- ② every thing else being equal you prefer a high quality mask from a fair reputation supplier to a just good quality one supplied by a more well-known provider.

versus

- ① you might prefer a quick delivery of non-washable masks to a late delivery of washable masks and
- ② you prefer non-customizable masks of high quality to customizable ones and of good quality.

- Between two (2) transitive explanations, which one to choose ?

- Ability to convince
- Ability to contribute significantly to the elicitation process.

- How to efficiently build an explanation sequence optimizing a given measure ?
- Increase the order of *preference-swaps* to use.
 - 1 *pro* vs. 2 *cons*.
 - 1 *con* vs. 2 *pros*.
- About the finite set \mathbb{A} and \mathbb{PI} ...
 - What if $|\mathbb{X}_i| > 2$?
 - What if \mathbb{X}_i is continuous ?
- What about the revision?
 - \mathcal{DM} refutes a *necessary preference-swap*.

PhD thesis, May 2020

**Interactive explanations in Multi-criteria decision aiding :
handling inconsistencies and levels of explanation.**

INTERACTION - ELICITATION - EXPLANATION - REVISION



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