Orbit: A Framework for Designing and Evaluating Multi-objective Rankers



Chenyang Yang, Tesi Xiao, Michael Shavlovsky, Christian Kästner, Sherry Tongshuang Wu









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Ranking models are prevalent in AI applications

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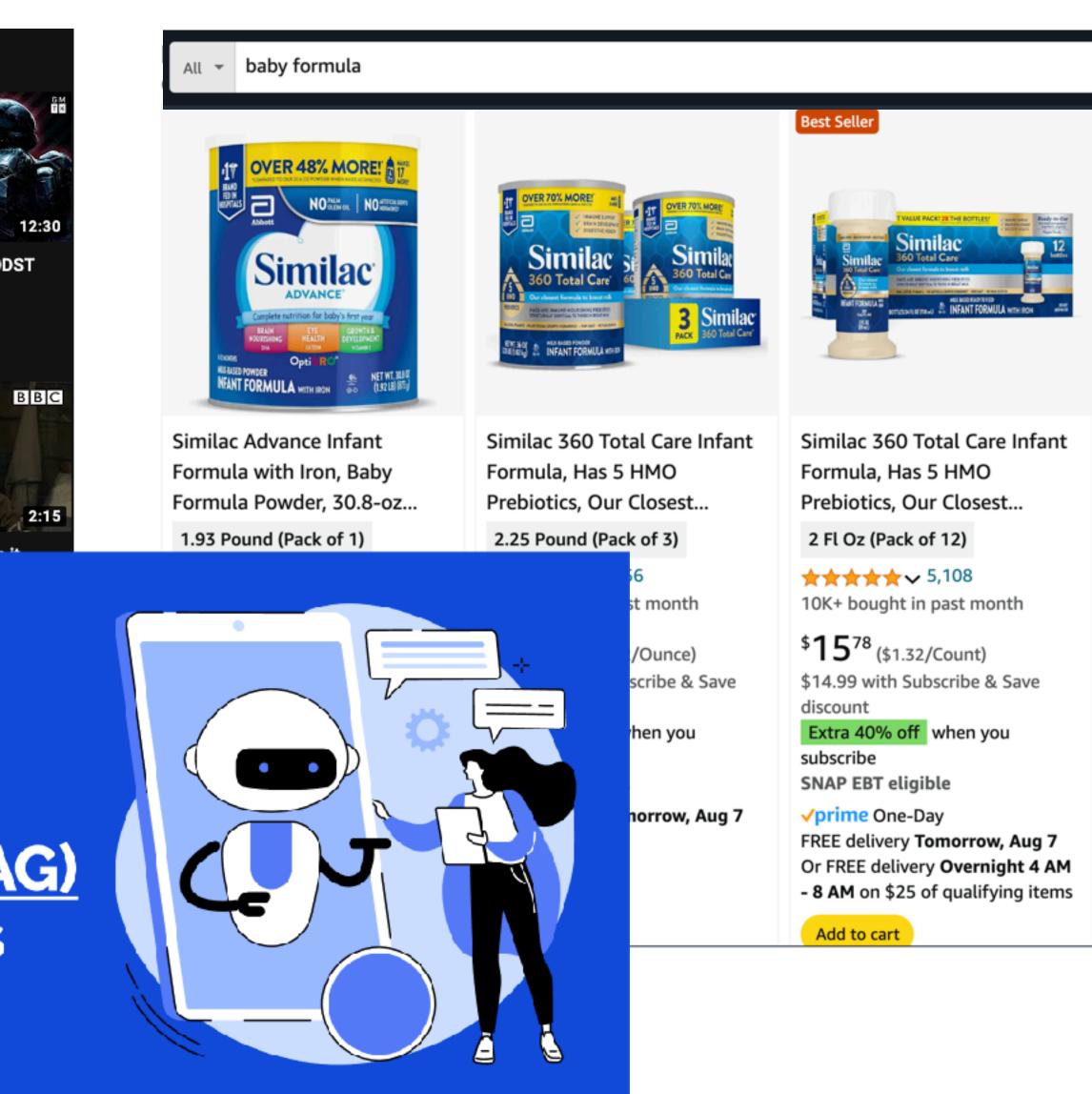
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EVTRAORDINARY DITUALO



Retrieval Augmented Generation (RAG) Future of LLMs





Ranking models need to consider multiple objectives

All - baby formula



Similac Advance Infant Formula with Iron, Baby Formula Powder, 30.8-oz...

1.93 Pound (Pack of 1)

★★★★☆ 1,917 10K+ bought in past month

\$35⁹⁸ (\$1.17/Ounce) List: \$38.09 \$34.18 with Subscribe & Save discount Extra 40% off when you subscribe SNAP EBT eligible

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Similac 360 Total Care Infant Formula, Has 5 HMO Prebiotics, Our Closest...

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Similac 360 Total Care Infant Formula, Has 5 HMO Prebiotics, Our Closest...

2 Fl Oz (Pack of 12)

★★★★★ √ 5,108 10K+ bought in past month

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Purchase



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Relevance

Popularity

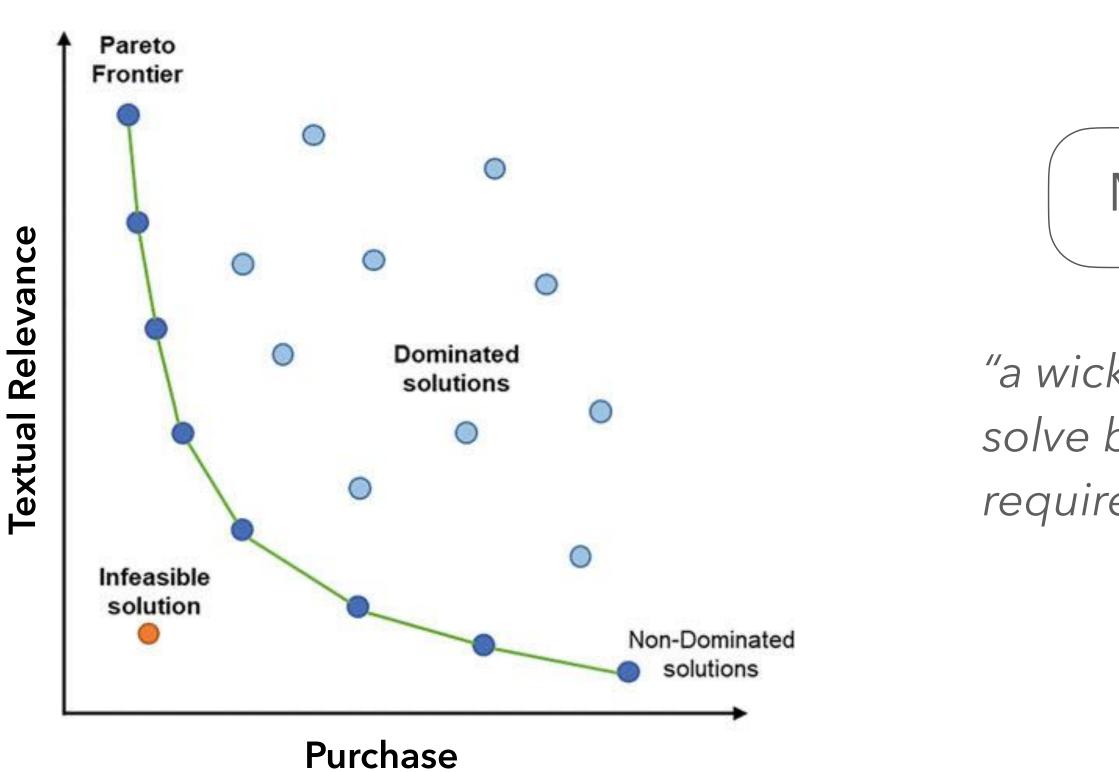
How do we train a model optimized for all these objectives (?)?





The Reality of Multi-objective Optimization

For multi-objective optimization, there is **no single "best" solution**. Every solution needs to consider **trade-offs**. With changing environment, there are **constantly new dimensions** (and trade-offs) to consider.



Multi-objective ranking is a **wicked problem**!

"a wicked problem is a problem that is difficult or impossible to solve because of incomplete, contradictory, and changing requirements that are often difficult to recognize."

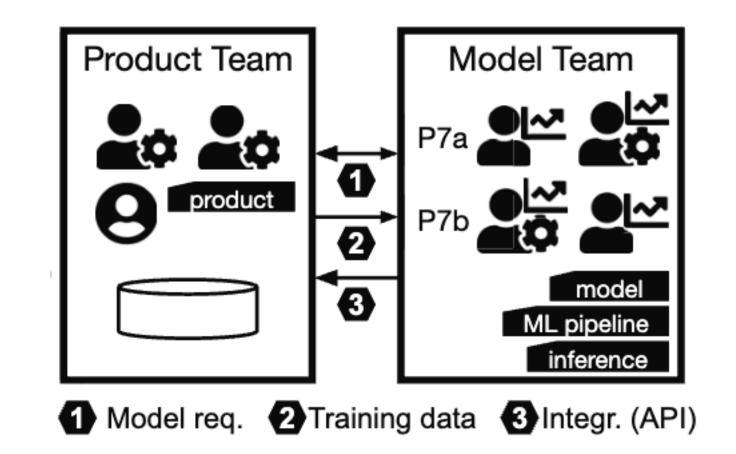
https://en.wikipedia.org/wiki/Wicked_problem



Observation #1: Collaboration Challenges

Multi-objective ranking is a wicked problem: Need to iterate and make trade-offs. Product team and model team need to collaborate to iterate on product rankers, but they speak different languages!

Strong domain knowledge, concrete observations, understand customer experience and needs. Think about **examples**, observations, user expectations.



Struggle to provide actionable feedback & incorporate feedback!

Nahar, Nadia, et al. "Collaboration challenges in building ml-enabled systems: Communication, documentation, engineering, and process." Proceedings of the 44th international conference on software engineering. 2022.

Strong experimentation skills, understand data, model, objectives, and metrics Think about (multi-)objectives, metrics, guardrails.





Observation #1: Collaboration Challenges

With changing environment, there are **constantly new dimensions** (and trade-offs) to consider. Model team and product team need to collaborate to iterate on product rankers, but they speak different languages!



1 Model req. 2 Training data 3 Integr. (API)

Struggle to provide actionable feedback & incorporate feedback!

Nahar, Nadia, et al. "Collaboration challenges in building ml-enabled systems: Communication, documentation, engineering, and process." Proceedings of the 44th international conference on software engineering. 2022.

How to provide a shared language for practitioners to **communicate** and **collaborate** ??

tives,

Observation #2: Design & Evaluation Challenges



Huge design space to iterate over

Many different potential objectives, and different ways to combine them into the model.

Lots of evaluation information to track

• Aggregated metrics for overall trend Individual examples for concrete customer experience • Data slices for more detailed analysis & refined insights

Observation #2: Design & Evaluation Challenges



How to support practitioners efficiently **explore** \bigcirc the design space and **evaluate** their explorations?

iterate over

\$35⁹⁸ (\$1.1)

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FREE delivery

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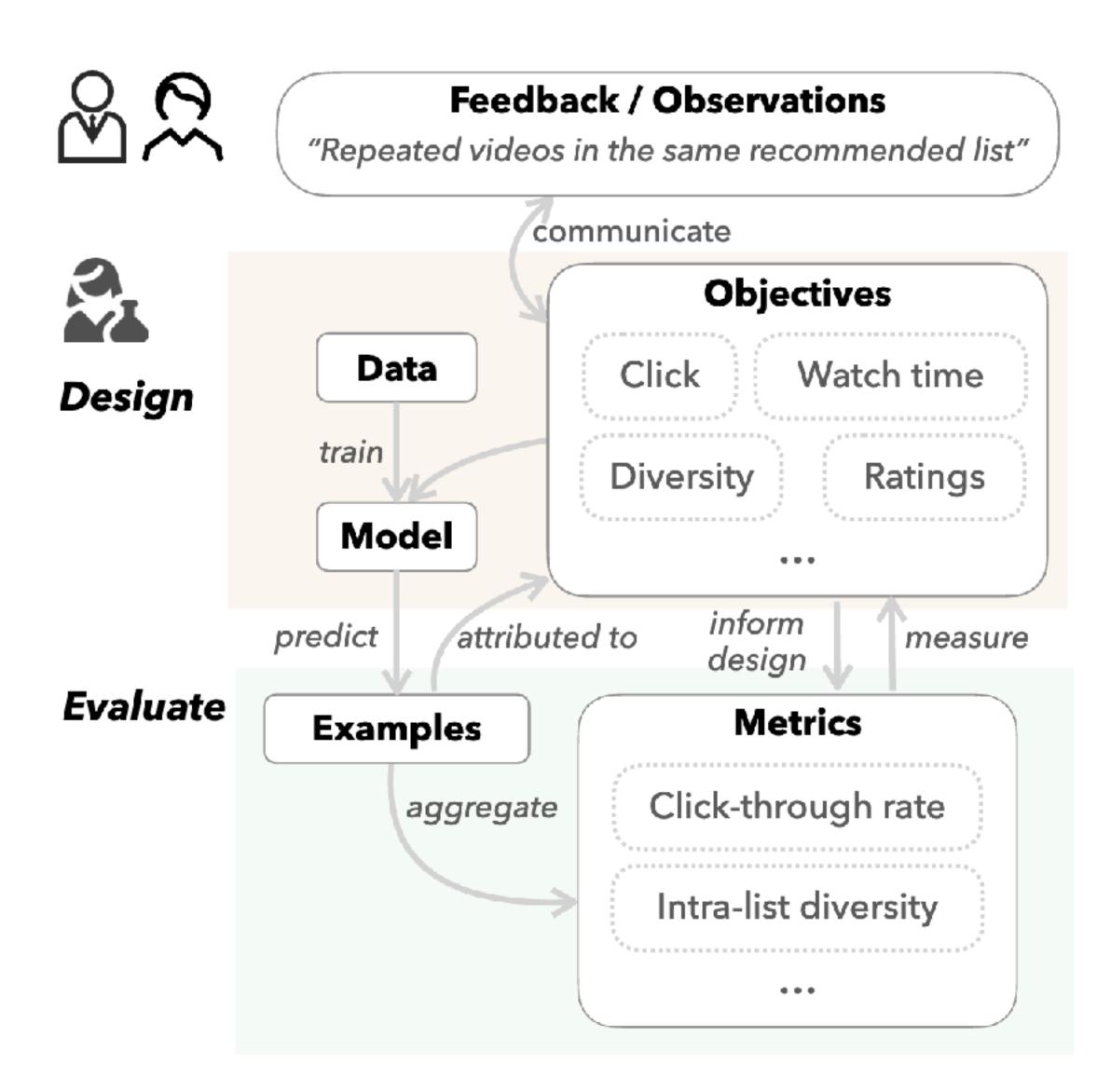
Lots of evaluation information to track ways to combine them into the model.

Aggregated metrics for overall trend

Individual examples for concrete customer experience

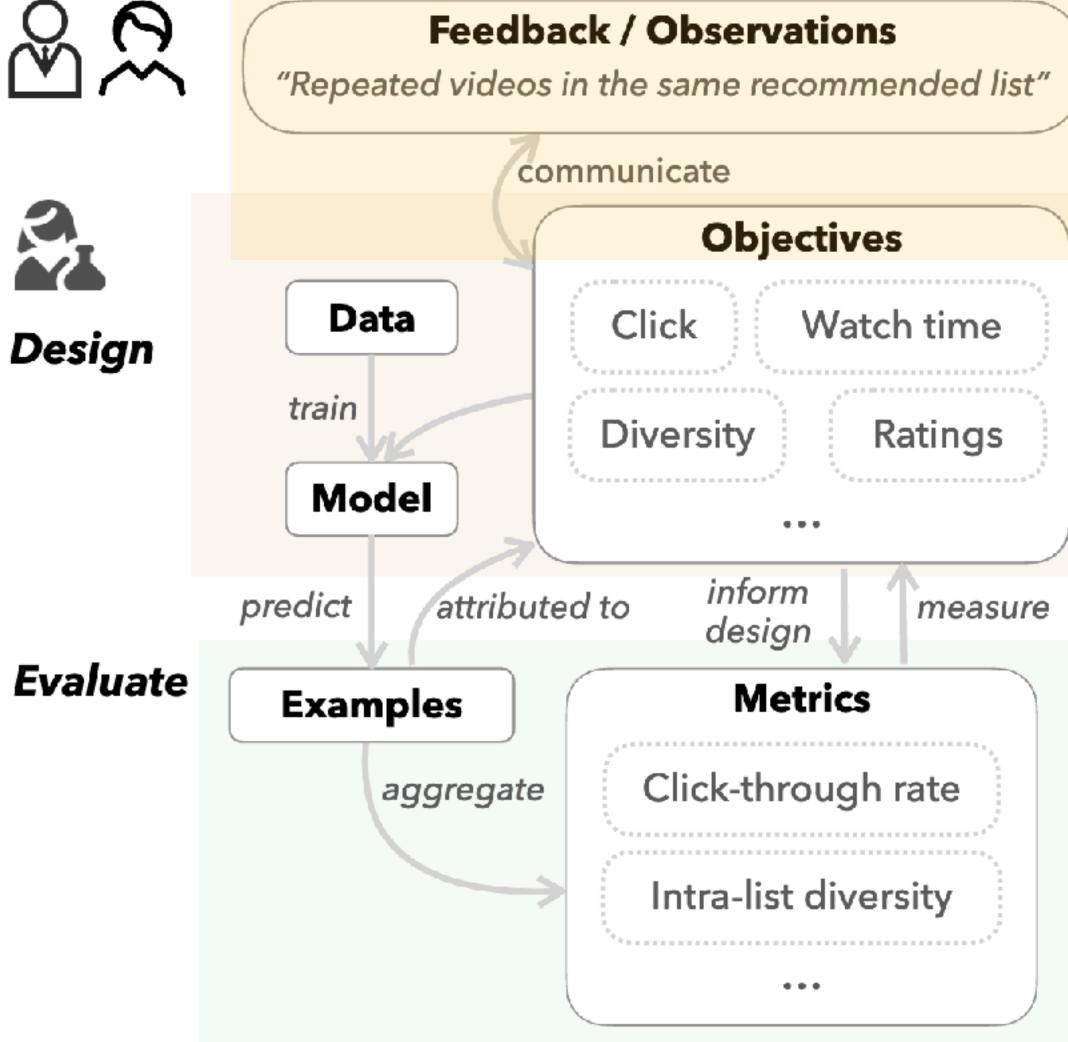
• Data slices for more detailed analysis & refined insights

Orbit : A Framework for Designing and **Evaluating Multi-objective Rankers**



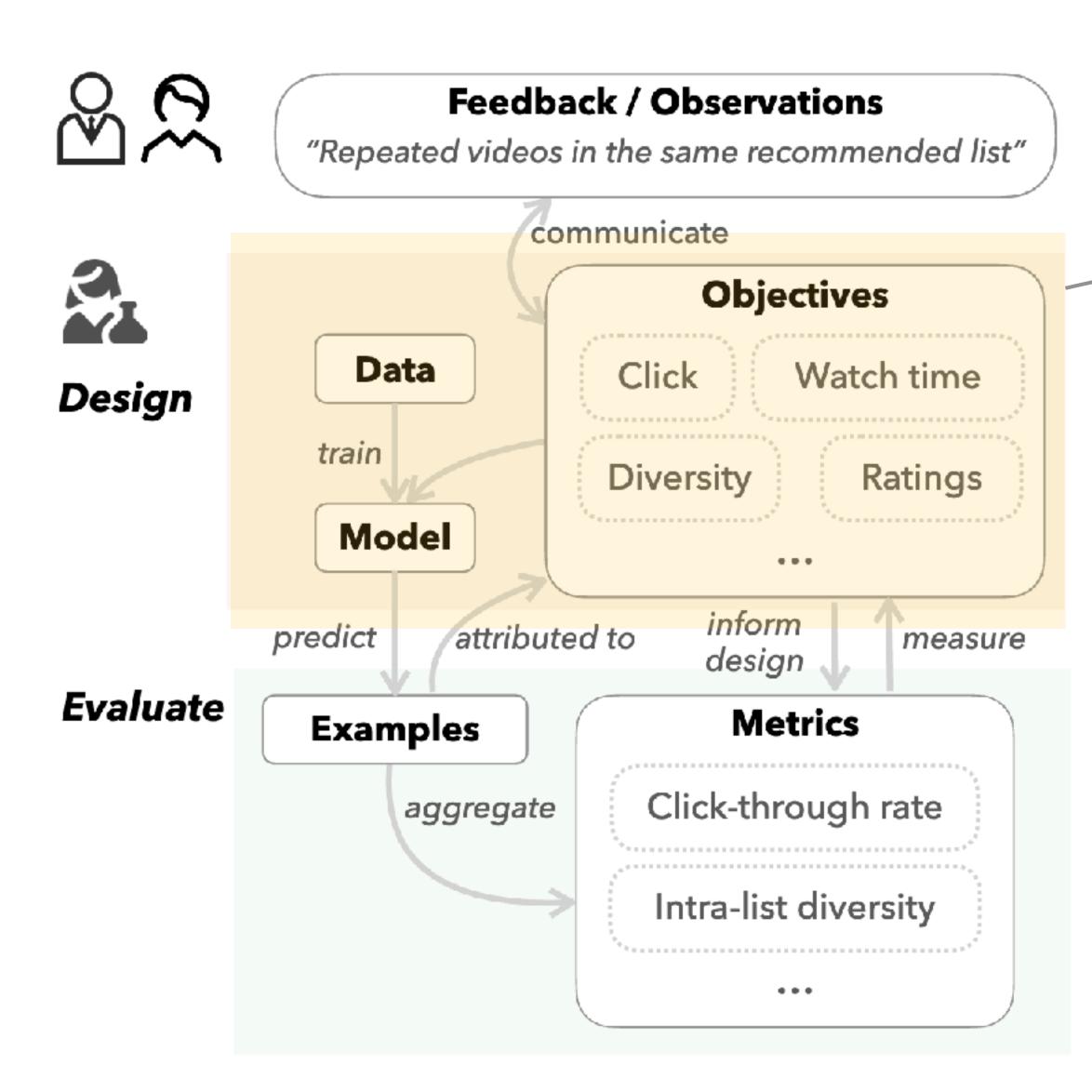
Objectives should be surfaced as the main object for stakeholders to **navigate** through the design space, **communicate** their findings, and **negotiate** over trade-offs.

This helps provides **a shared language** and **appropriate guidance** for practitioners.



Objectives encode product requirements.



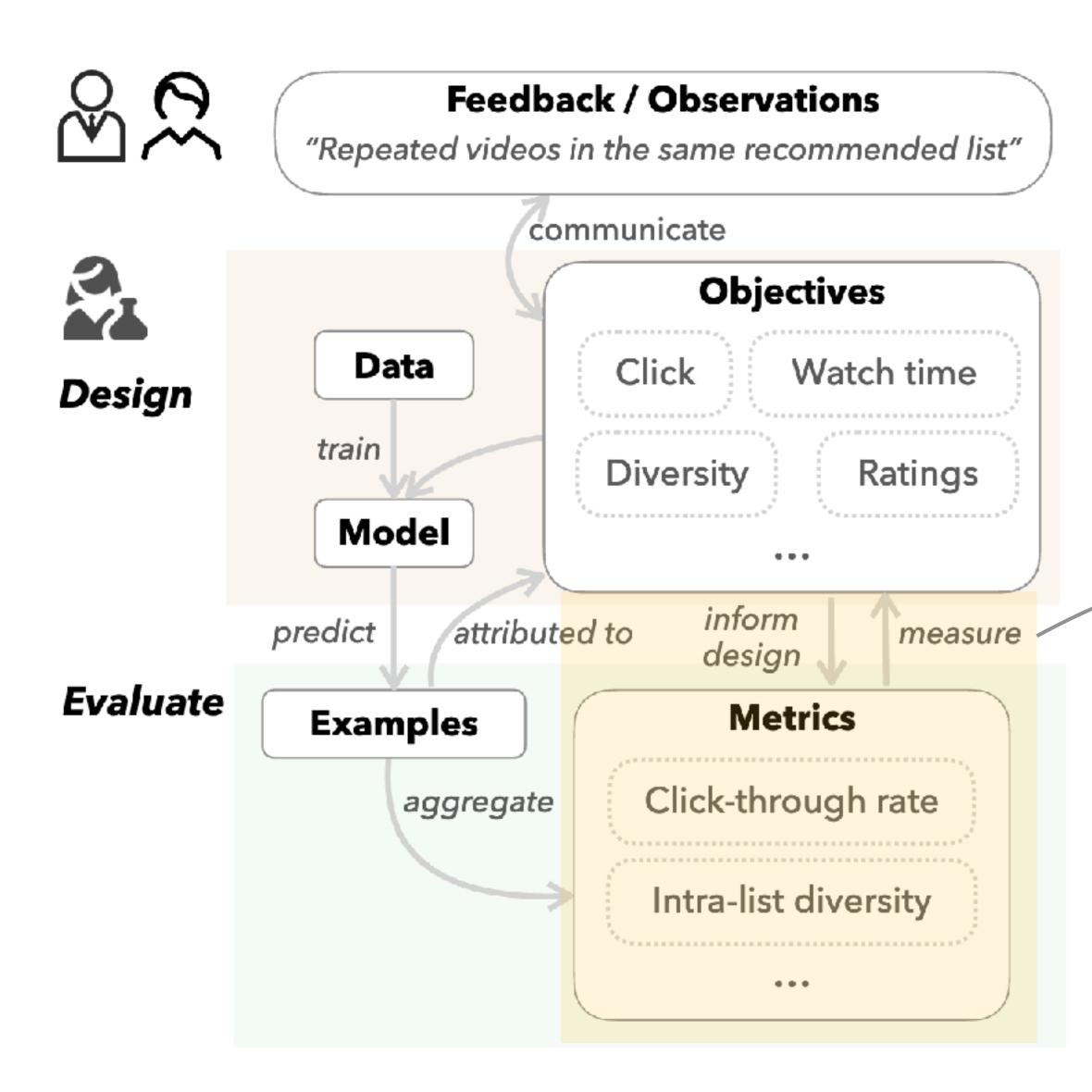


Objectives encode product requirements.

Objectives define model training.







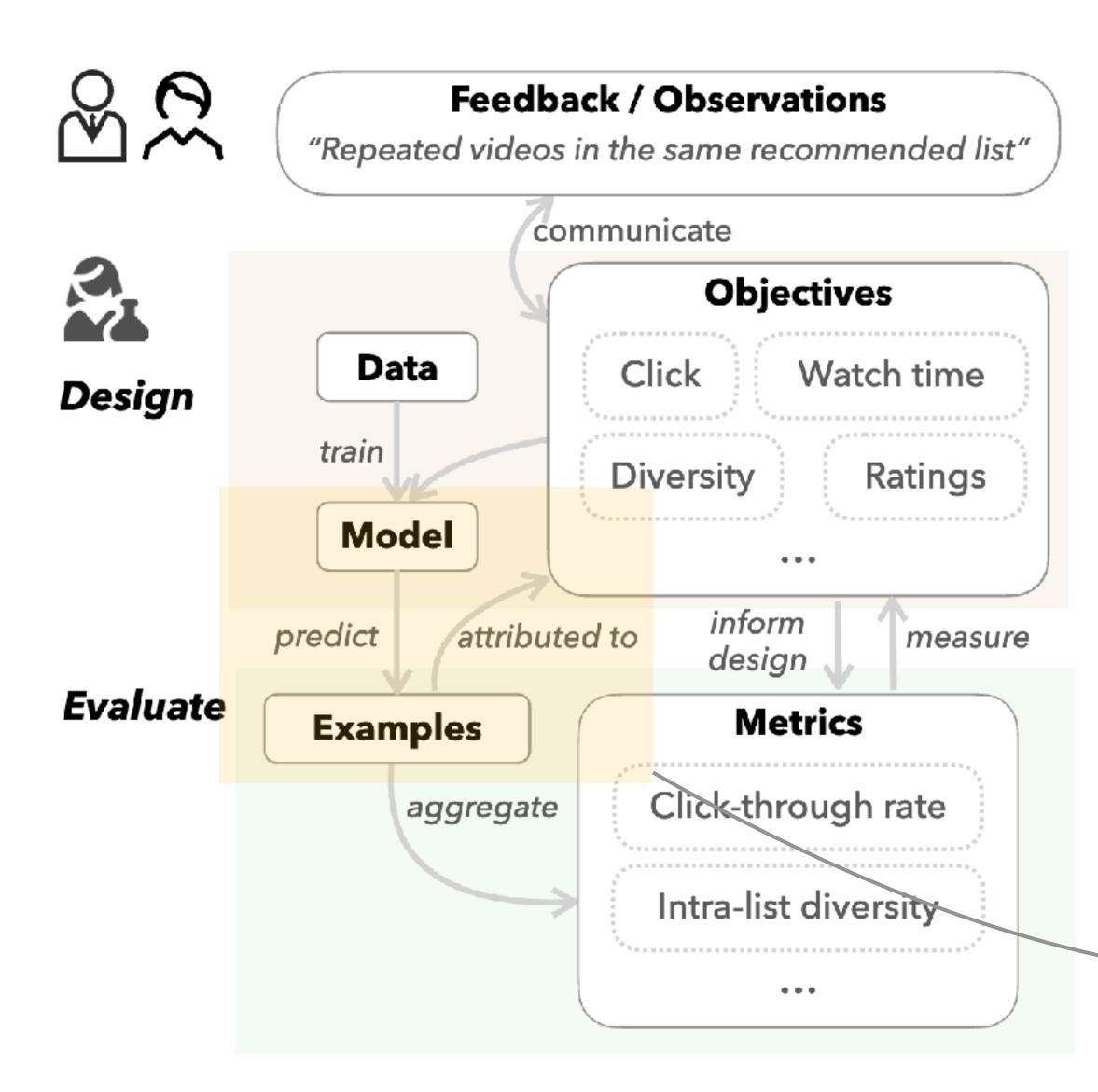
Objectives encode product requirements.

Objectives define model training.



Objectives inform metrics design & tracking.





Objectives encode product requirements.

Objectives define model training.



Objectives inform metrics design & tracking.

Objectives explain concrete observations.



Objectives can be used as boundary objects

Better communication and collaboration 🤝

"a boundary object is information, such as specimens, field notes, and maps, used in different ways by different communities for collaborative work through scales"

- Leigh Star, Susan (2010-09-01). "This is Not a Boundary Object: Reflections on the Origin of a Concept". Science, Technology, & Human Values. 35 (5).
- PAIR Symposium 2020, Ed Chi: A twist on loss functions as boundary objects

Objectives encode product requirements.

Objectives define model training.



Objectives inform metrics design & tracking.

Objectives explain concrete observations.



Objectives can help navigate design space and forage evaluation information

More efficient exploration \bigcirc and more thorough evaluation

- What designs have I explored?
- What should I explore next?
- What metric(s) should I monitor?
- Why is this model design problematic?

Objectives encode product requirements.

Objectives define model training.



Objectives inform metrics design & tracking.

Objectives explain concrete observations.



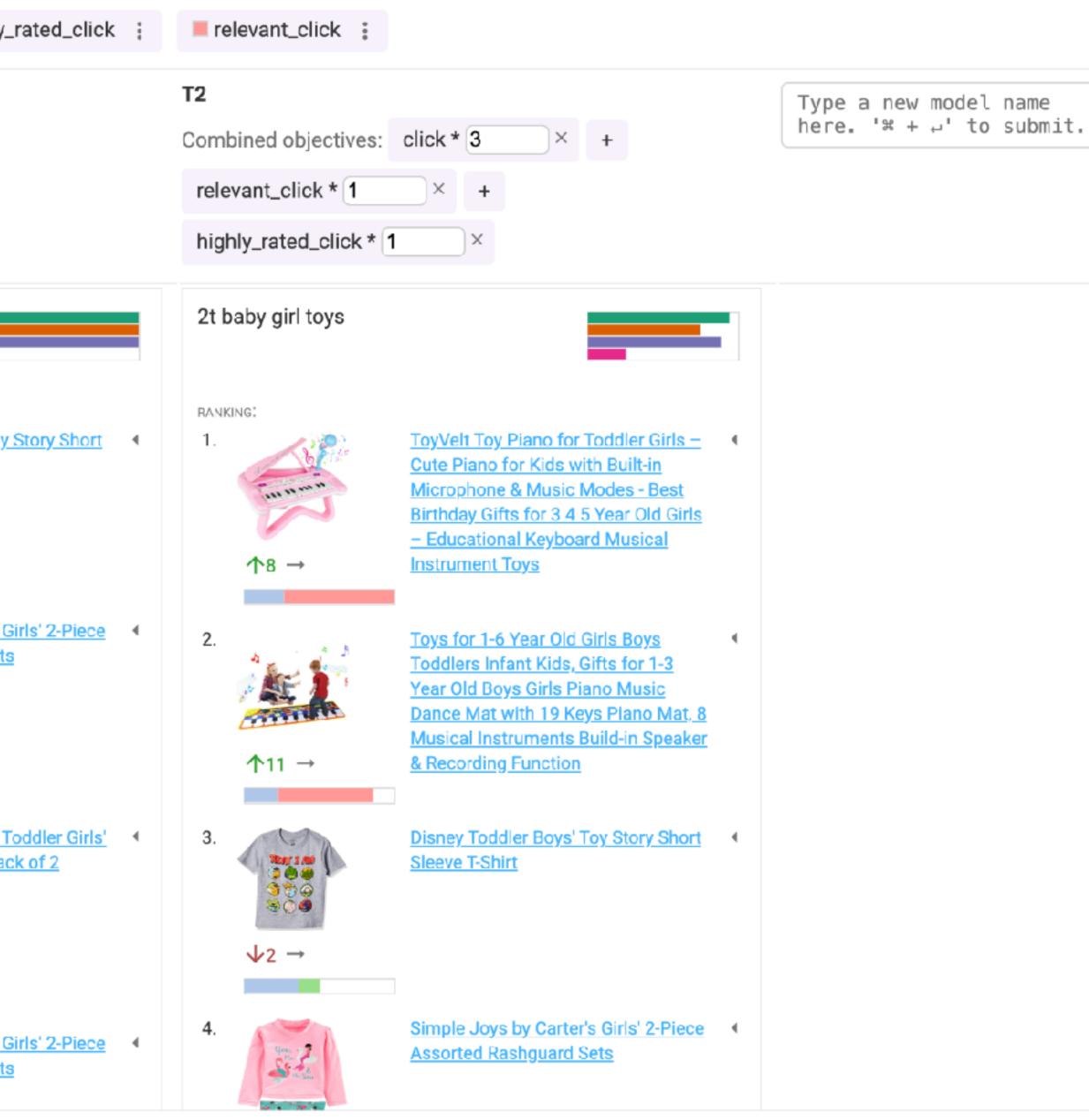


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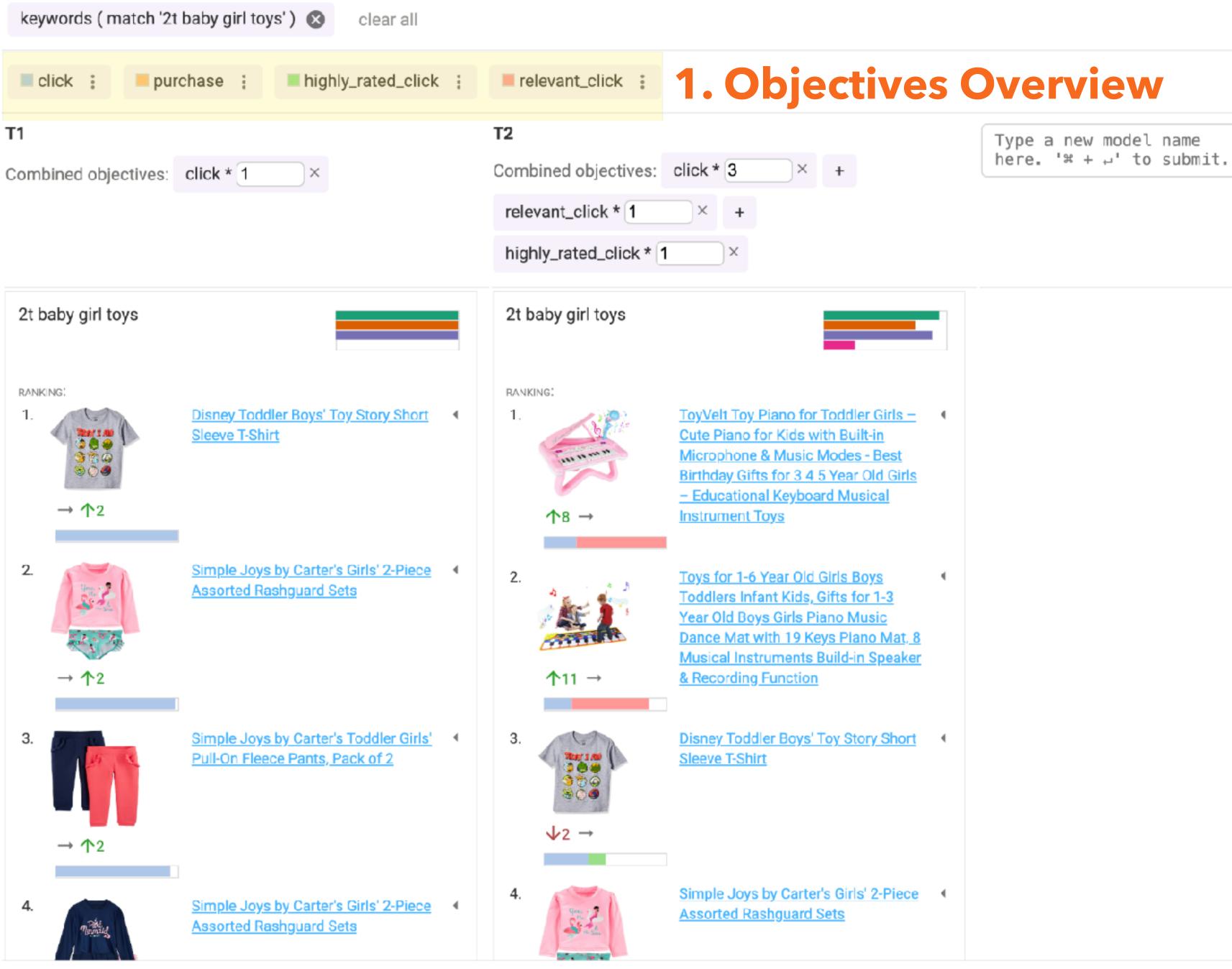




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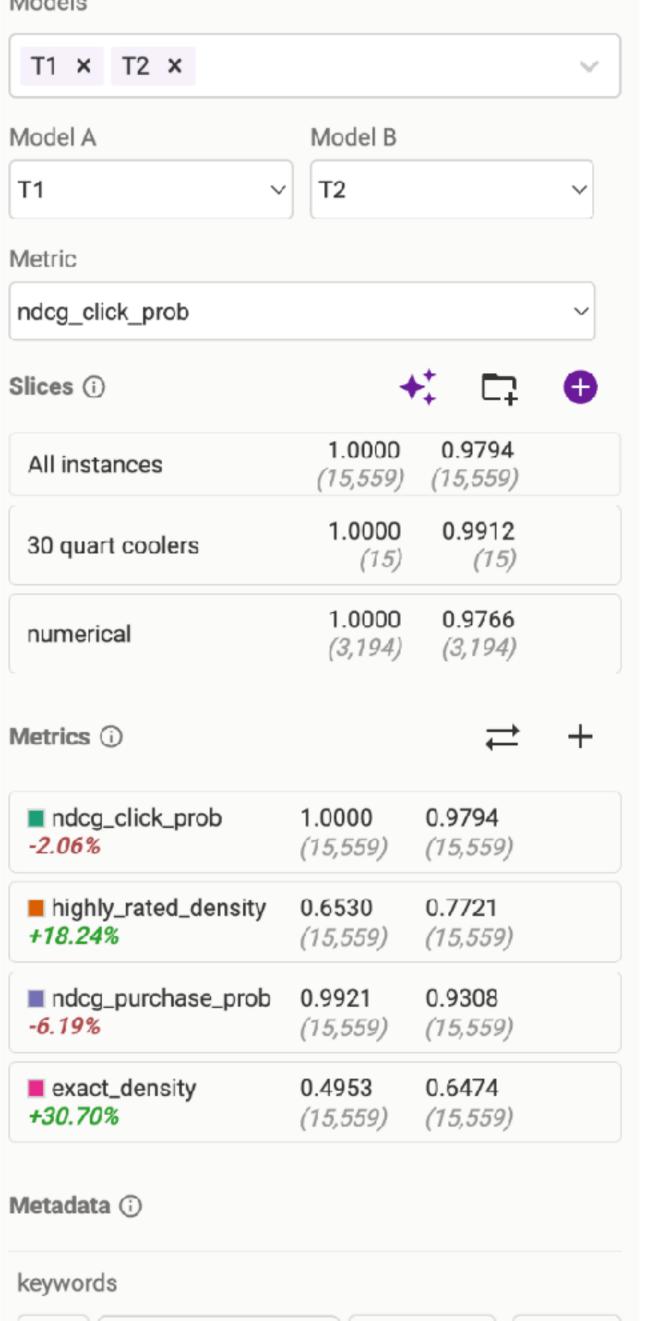
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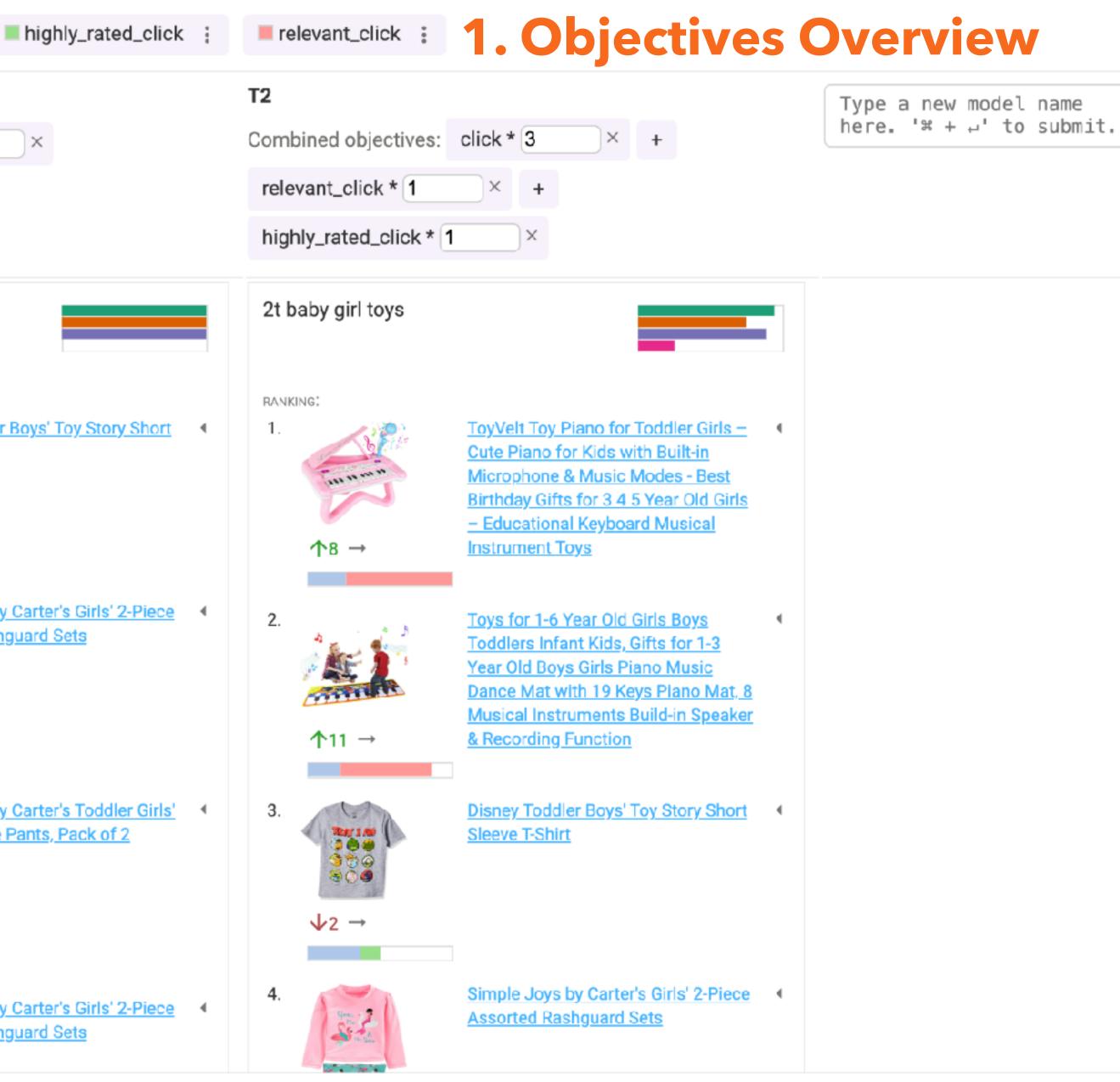
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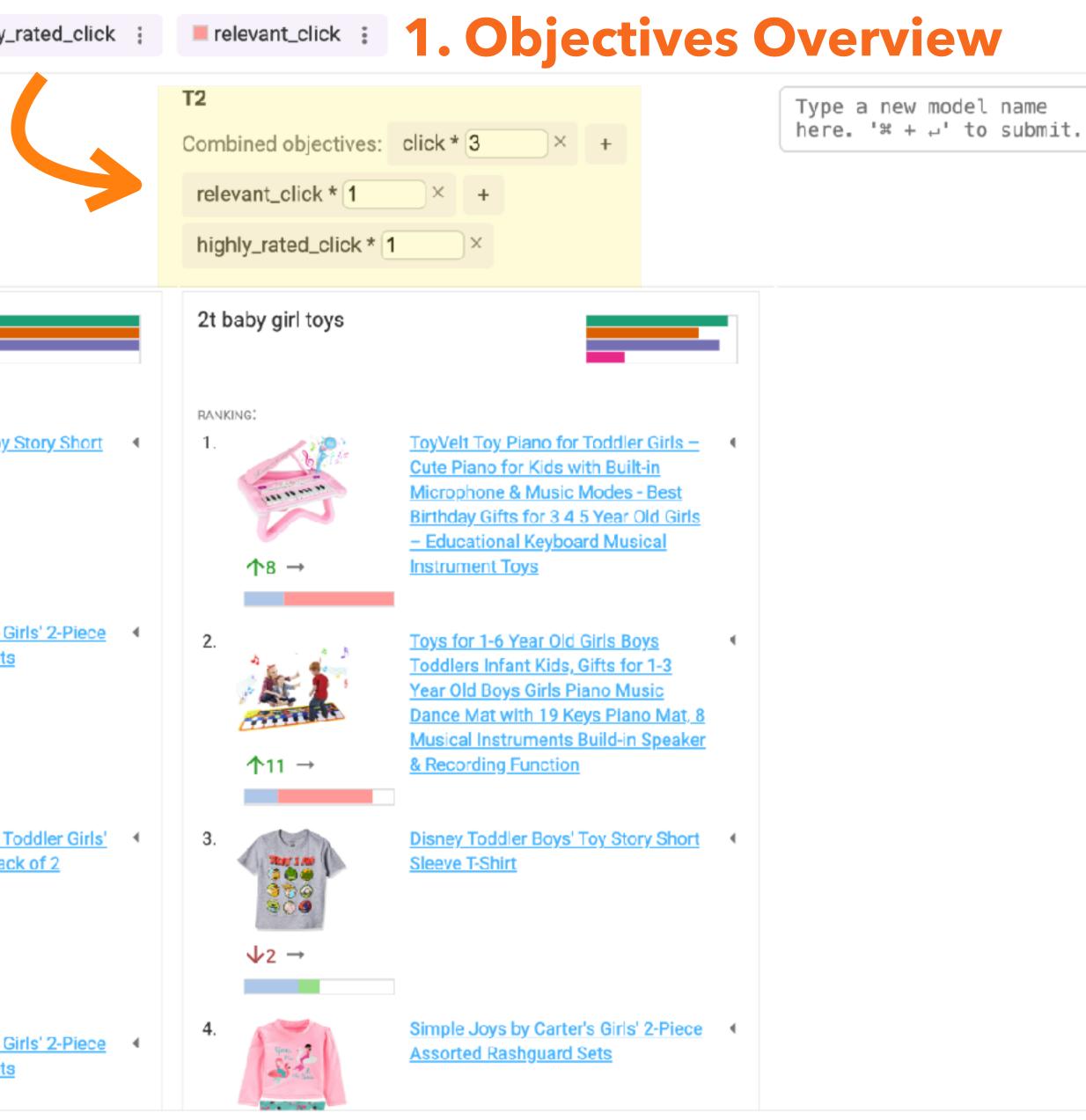


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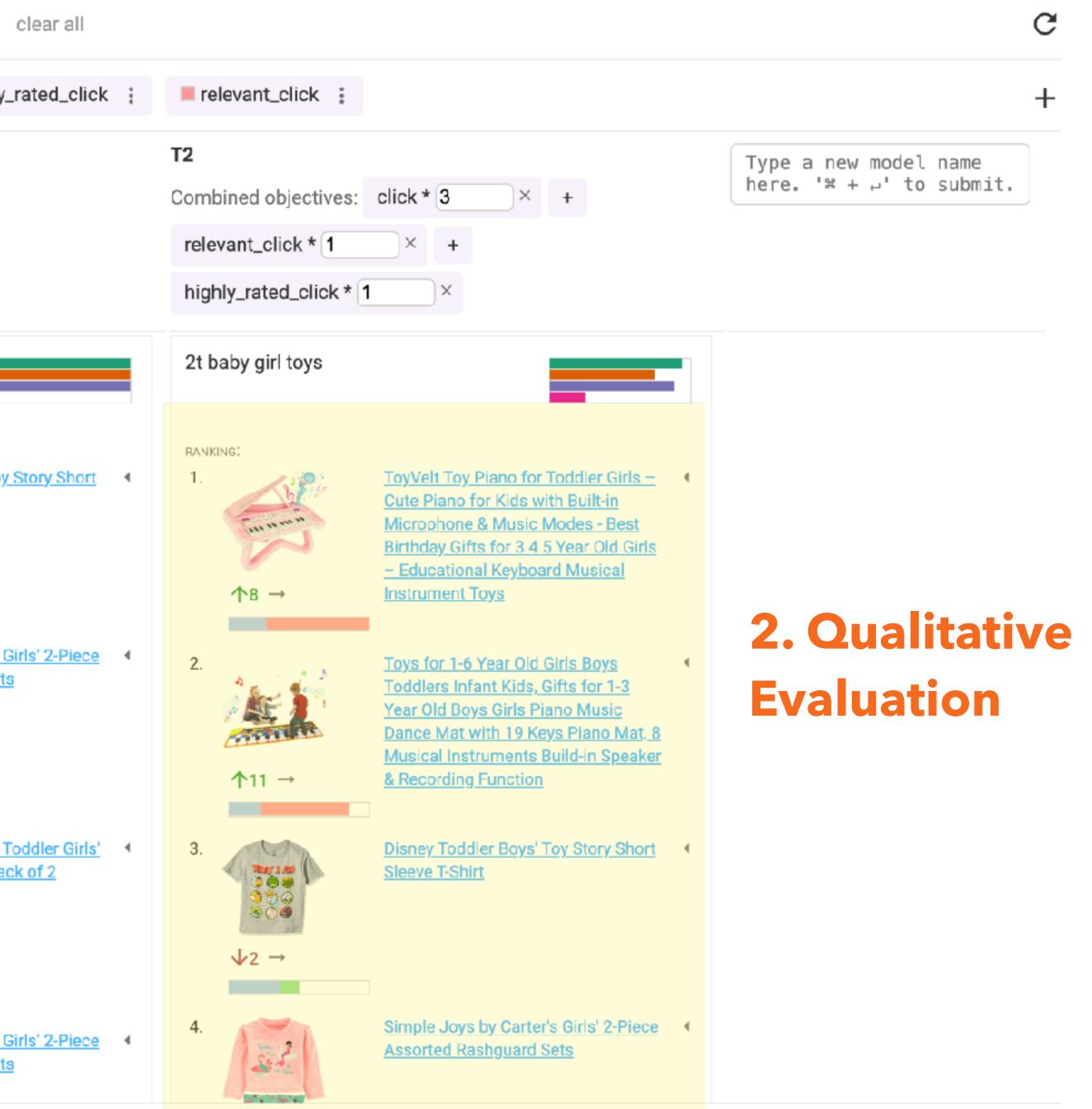




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3.	<u>Simple Joys by Carter's To</u> Pull-On Fleece Pants, Pack
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4.	<u>Simple Joys by Carter's Gi</u> Assorted Rashguard Sets



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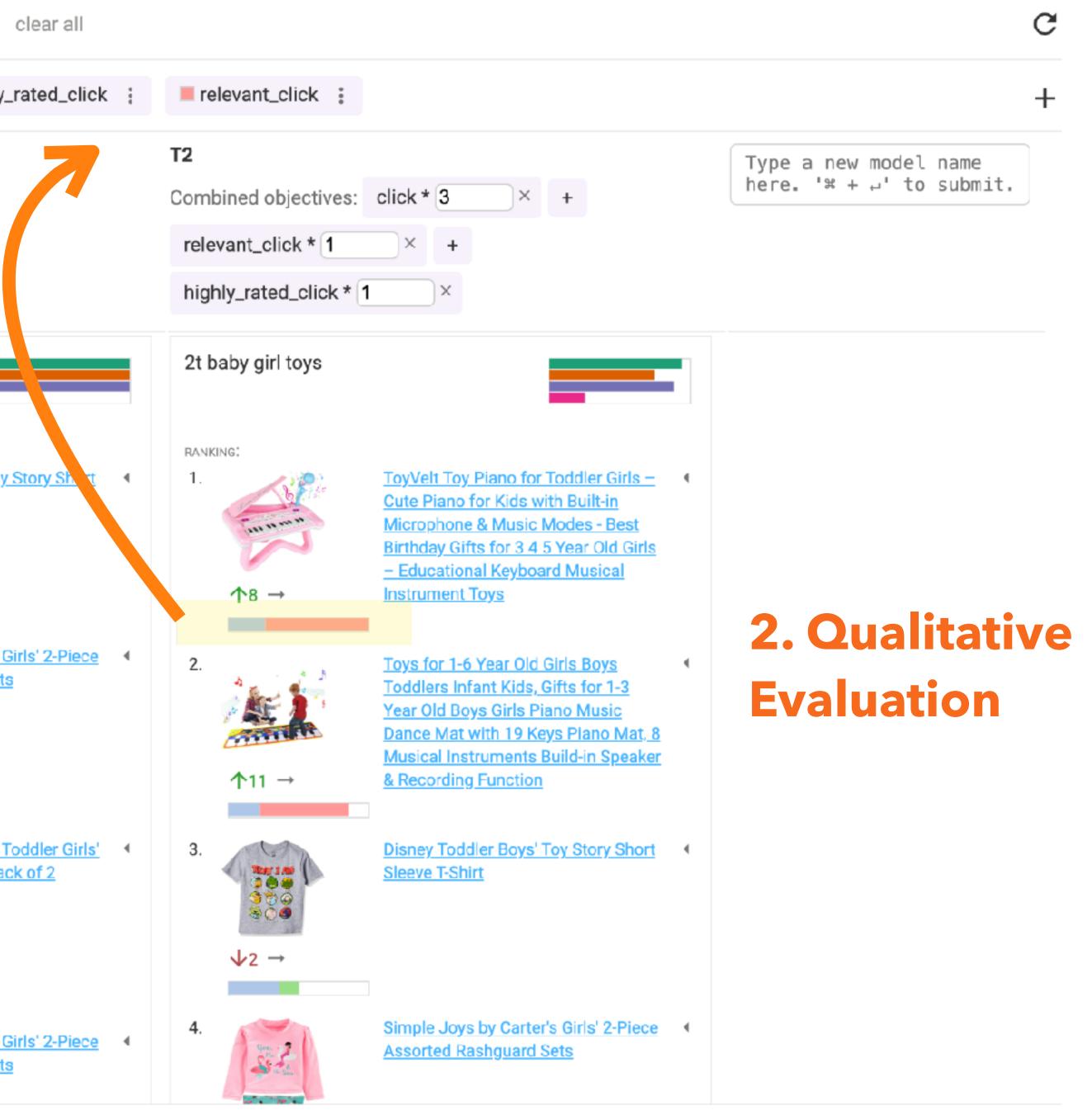
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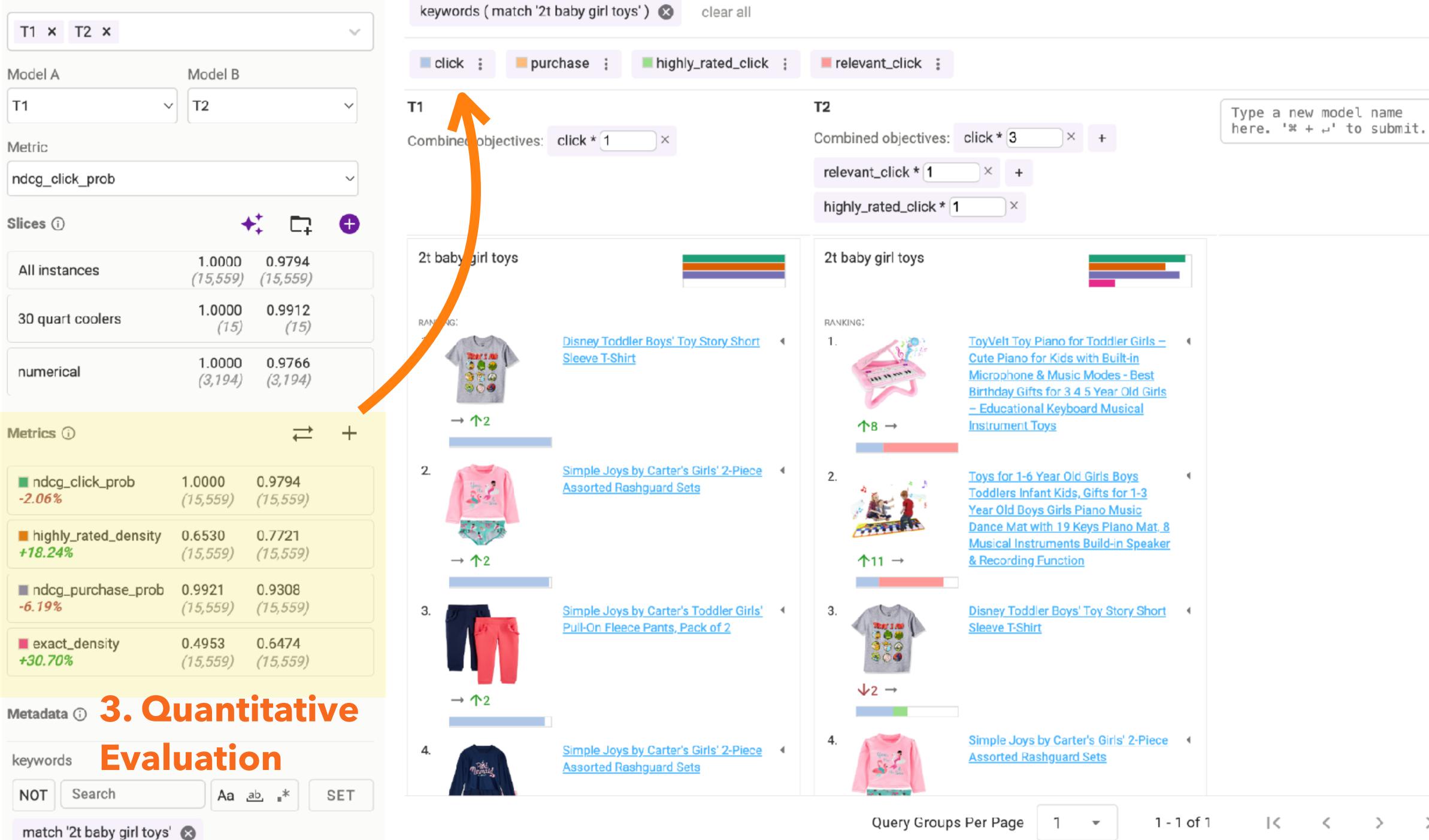
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Models

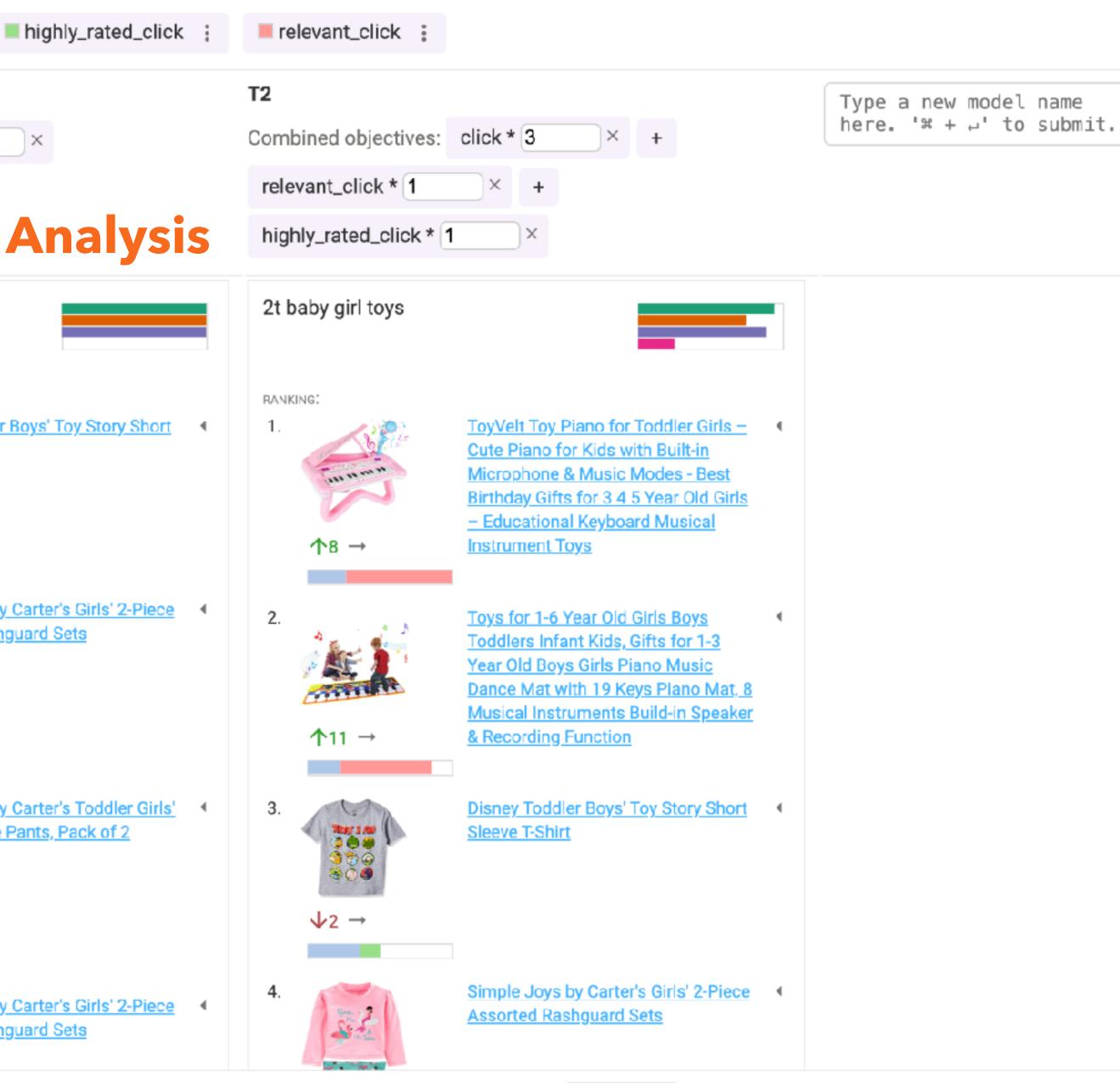






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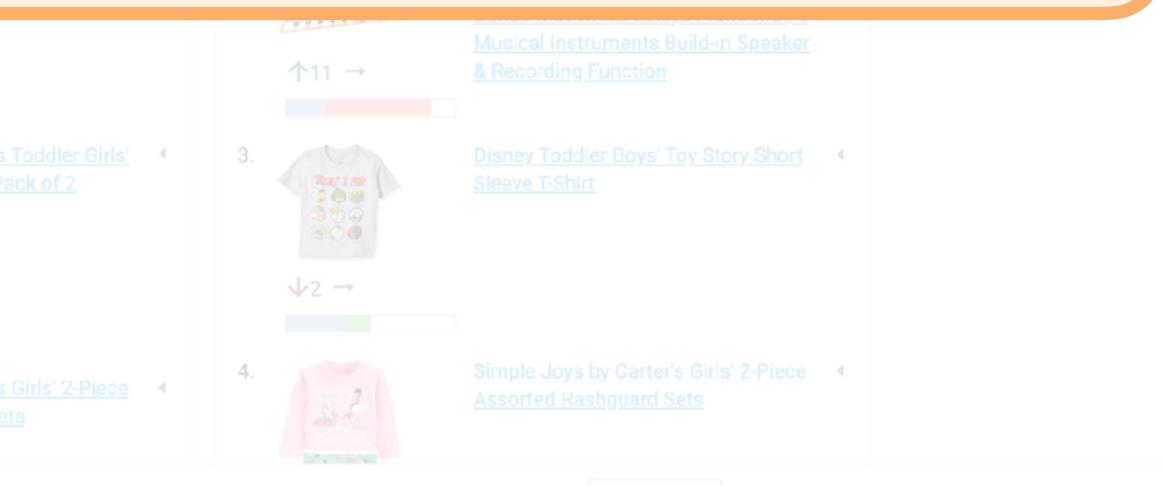




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We conducted a within-subject controlled experiment (N=12) with industry practitioner to see whether Orbit helps users...

Explore the design space more efficiently

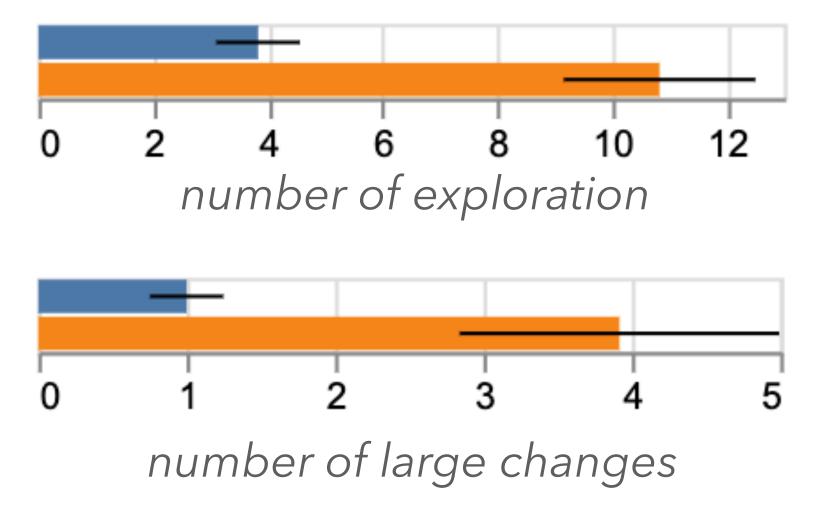
Make more informed decisions

Consider and communicate tradeoffs

Orbit helps explore the design space more efficiently

vs. Exploring objective design in computational notebooks, Orbit...

Objective-centric interface design Explore more designs (+183%) **Bigger changes in exploration (+292%)**



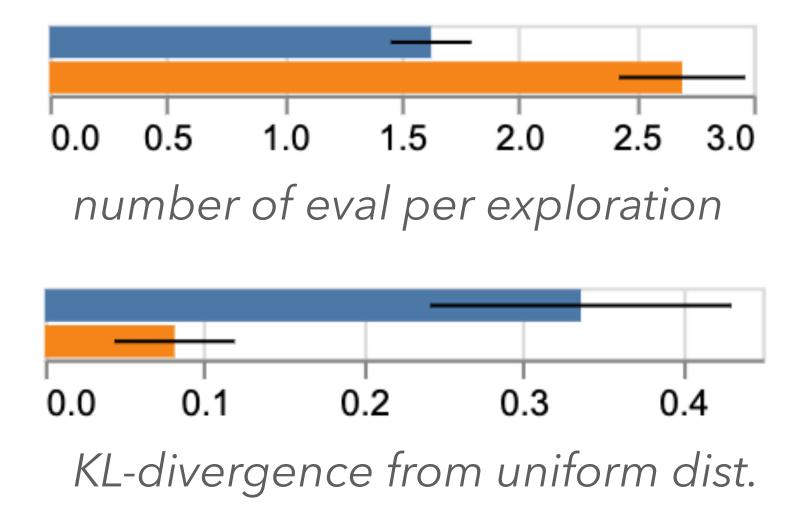




Orbit helps users make more informed decisions

vs. Evaluating objective design in computational notebooks, Orbit...

Gathered quan & qual eval results More distinct evaluations (+66%) More balanced evaluations (76% closer to uniform)



Orbit encourages users to communicate tradeoffs

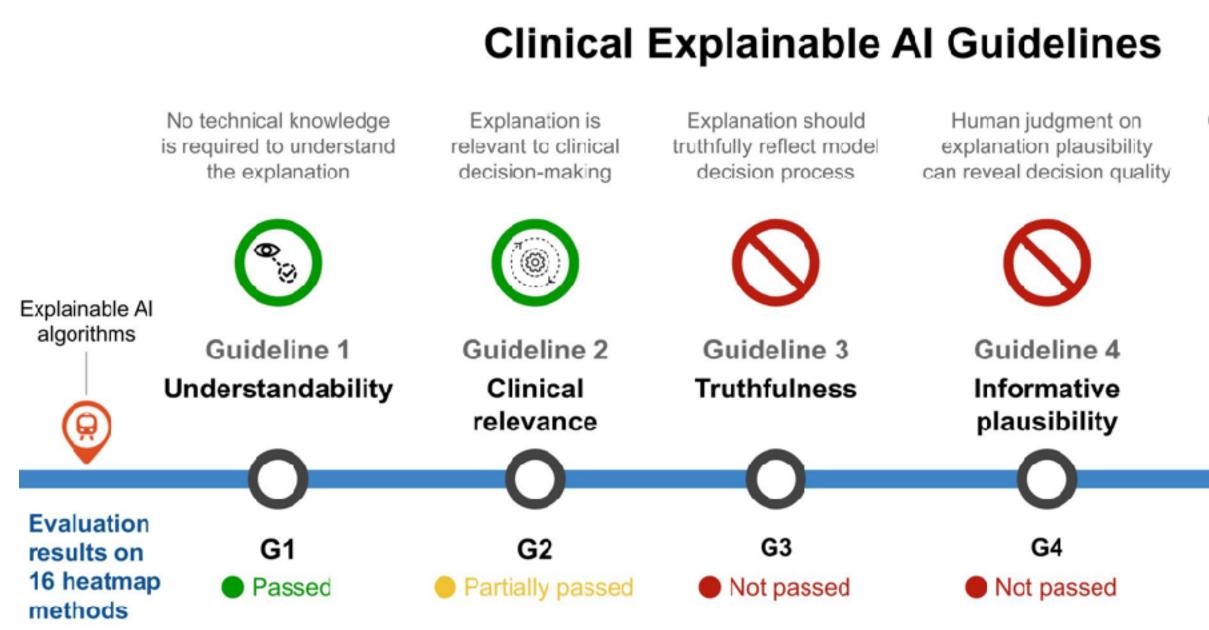
vs. Objective design in computational notebooks, Orbit...

Explicated objective design space More thorough thinking over trade-offs (+8.6%)

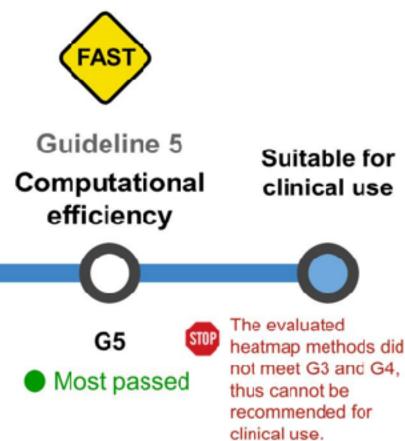
"There exists **trade-off between objectives** such as popularity and exact... the weights/objectives suits for keywords with quantities may not perform good on the overall instances" (P5)

Future Directions: Beyond Multi-objective Ranking

Many ML problems are also multi-objectives – how do we help practitioners think about trade-offs and navigate thorough the design space?

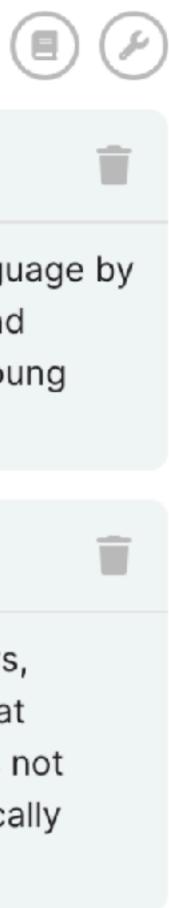


Computational speed is within clinical users' tolerable waiting time



LLM Criteria





Simplicity

Does the example use only simple language by avoiding complex words/sentences, and presents situations or actions that a young child would be able to relate to?

Faithfulness

The summary is devoid of factual errors, where a factual error is a statement that contradicts the source document, or is not directly stated, heavily implied, or logically entailed by the source document.



The Reality of Multi-objective Optimization

For multi-objective optimization, there is **no single "best" solution**. Every solution needs to consider **trade-offs**.

With changing environment, there are **constantly new dimensions** (and trade-offs) to consider.

How to support model team and product team **communicate** \bigcirc and **collaborate** \diamondsuit ?

How to support practitioners efficiently **explore** \bigcirc the design space and **evaluate II** their explorations?

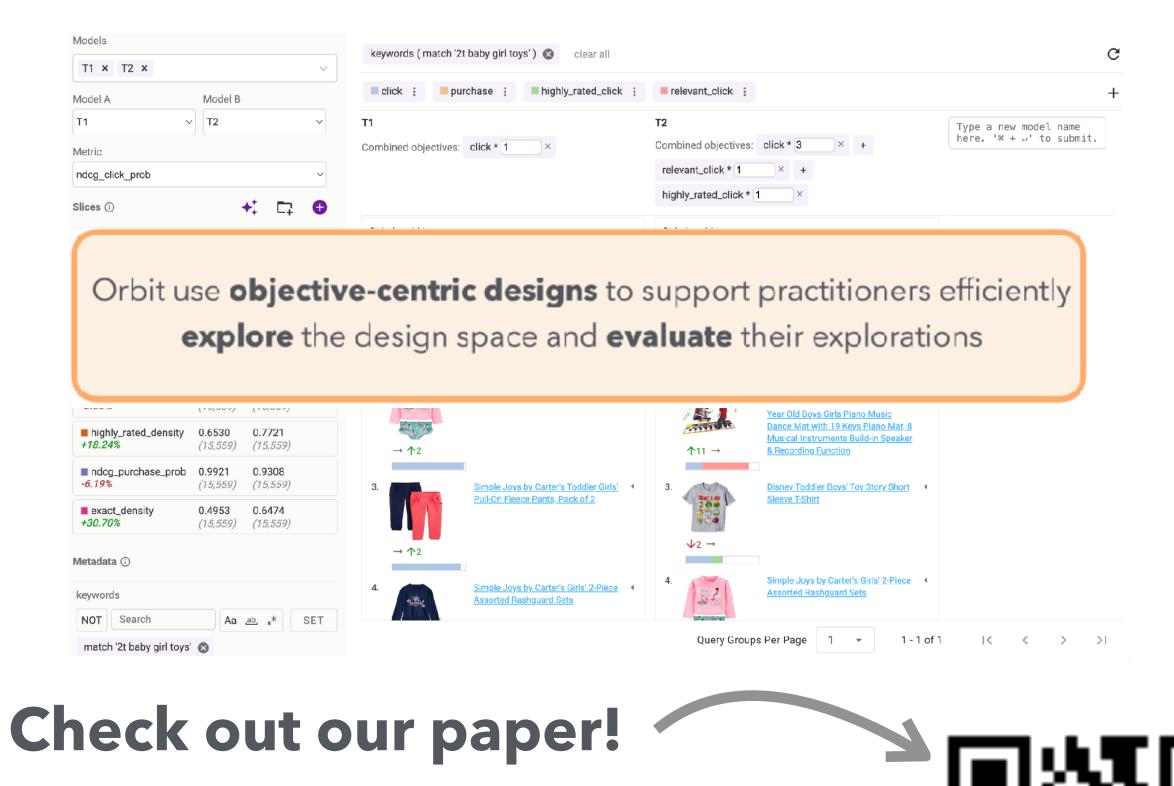
Our user study shows Orbit is effective to

Explore the design space more efficiently

Make more informed decisions

Consider and communicate tradeoffs

Key idea: Objectives-centric Design & Evaluation





amazon Carnegie Mellon University

