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Soggetti	Natural language processing (Computer science) Computers Computer programming Artificial intelligence Computer logic Programming languages (Electronic computers) Natural Language Processing (NLP) Information Systems and Communication Service Theory of Computation Programming Techniques Logic in AI Programming Languages, Compilers, Interpreters
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Nota di contenuto	Conversational Agents in Healthcare: Using QCA to Explain Patients' Resistance to Chatbots for Medication -- An Approach for Ex-Post-Facto Analysis of Knowledge Graph-Driven Chatbots -- the DBpedia Chatbot -- Privacy Concerns in Chatbot Interactions -- Creating Humanlike Chatbots: What Chatbot Developers Could Learn from Webcare Employees in Adopting a Conversational Human Voice -- The Conversational Agent "Emoty" Perceived by People with

Neurodevelopmental Disorders: Is It a Human or a Machine -- Gender Bias in Chatbot Design -- Conversational Web Interaction: Proposal of a Dialog-Based Natural Language Interaction Paradigm for the Web -- Designing Chatbots for Guiding Online Peer Support Conversations for Adults with ADHD -- Towards Chatbots to Support Bibliotherapy Preparation and Delivery -- CivicBots – Chatbots for Supporting Youth in Societal Participation -- Using Theory of Mind to Assess Users' Sense of Agency in Social Chatbots -- Exploring Age Differences in Motivations for and Acceptance of Chatbot Communication in a Customer Service Context -- Improving Conversations: Lessons Learnt from Manual Analysis of Chatbot Dialogues -- Conversational Repair in Chatbots for Customer Service: The Effect of Expressing Uncertainty and Suggesting Alternatives -- Working Together with Conversational Agents: The Relationship of Perceived Cooperation with Service Performance Evaluation -- Chatbots for the Information Acquisition at Universities – A Student's View on the Application Area -- A Configurable Agent to Advance Peers' Productive Dialogue in MOOCs -- Small Talk Conversations and the Long-Term Use of Chatbots in Educational Settings – Experiences from a Field Study.

Sommario/riassunto

This book constitutes the refereed proceedings of the Third International Workshop on Chatbot Research and Design, CONVERSATIONS 2019, held in Amsterdam, The Netherlands, in November 2019. The 18 revised full papers presented in this volume were carefully reviewed and selected from 31 submissions. The papers are grouped in the following topical sections: user and communication studies user experience and design, chatbots for collaboration, chatbots for customer service, and chatbots in education.
