

1. Record Nr.	UNINA9910702812503321
Titolo	Electronic waste [[electronic resource] ] : investing in research and innovation to reuse, reduce, and recycle : hearing before the Committee on Science and Technology, House of Representatives, One Hundred Eleventh Congress, first session, February 11, 2009
Pubbl/distr/stampa	Washington : , : U.S. G.P.O., , 2009
Descrizione fisica	1 online resource (iv, 122 pages) : illustrations
Soggetti	Electronic waste - United States - Management Electronic apparatus and appliances - Environmental aspects Recycling (Waste, etc.) - United States
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	Title from title screen (viewed on Aug. 17, 2009). "Serial no. 111-1."
Nota di bibliografia	Includes bibliographical references.

2. Record Nr.	UNINA9910483616003321
Titolo	Chatbot Research and Design : 4th International Workshop, CONVERSATIONS 2020, Virtual Event, November 23–24, 2020, Revised Selected Papers // edited by Asbjørn Følstad, Theo Araujo, Symeon Papadopoulos, Effie L.-C. Law, Ewa Luger, Morten Goodwin, Petter Bae Brandtzaeg
Pubbl/distr/stampa	Cham : , : Springer International Publishing : , : Imprint : Springer, , 2021
ISBN	3-030-68288-9
Edizione	[1st ed. 2021.]
Descrizione fisica	1 online resource (XII, 219 p. 34 illus., 18 illus. in color.)
Collana	Information Systems and Applications, incl. Internet/Web, and HCI, , 2946-1642 ; ; 12604
Disciplina	006.35
Soggetti	Natural language processing (Computer science) Computer engineering Computer networks Logic programming Computer science Natural Language Processing (NLP) Computer Engineering and Networks Logic in AI Theory of Computation Tractament del llenguatge natural (Informàtica) Enginyeria de programari Xarxes d'ordinadors Programació lògica Informàtica Teoria de la computació Llibres electrònics
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Nota di contenuto	Chatbot UX and User Perceptions -- Should a Chatbot Disclose Itself? Implications for an Online Conversational Retailer -- Too Informal? How

a Chatbot's Communication Style Affects Brand Attitude and Quality of Interaction -- User Perception of Text-Based Chatbot Personality -- The Ontological Classification of Conversational Agents. An Adaptation of Piaget's Equilibration Theory -- Show, Don't Tell. Reflections on the Design of Multi-modal Conversational Interfaces -- Social and Relational Chatbots -- Questions to Loving a Chatbot: Are People Willing to Self-Disclose to a Chatbot -- "I'm Here for You": Can Social Chatbots Truly Support Their Users? A Literature Review -- Grätzelbot: Social Companion Technology for Community Building among University Freshmen -- Chatbot Applications -- Heuristic Evaluation of COVID-19 Chatbots -- Go to Chapter X to Explore Interactive Narrative on Smart Assistants -- Conversational Agents to Promote Children's Verbal Communication Skills -- Chatbots for CustomerService -- More than FAQ! Chatbot Taxonomy for Business-to-Business Customer Services -- Customer Service Chatbots: A Qualitative Interview Study into the Communication Journey of Customers -- Understanding the User Experience of Customer Service Chatbots: What Can We Learn from Customer Satisfaction Surveys.

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Sommario/riassunto

This book constitutes the proceedings of the 4th International Workshop on Chatbot Research and Design, CONVERSATIONS 2020, which was held during November 23-24, 2020, hosted by the University of Amsterdam. The conference was planned to take place in Amsterdam, The Netherlands, but changed to an online format due to the COVID-19 pandemic. The 14 papers included in this volume were carefully reviewed and selected from a total of 36 submissions. The papers in the proceedings are structured in four topical groups: Chatbot UX and user perceptions, social and relational chatbots, chatbot applications, and chatbots for customer service. The papers provide new knowledge through empirical, theoretical, or design contributions.

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