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Sommario/riassunto

This book constitutes the proceedings of the 5th International Workshop on Chatbot Research and Design, CONVERSATIONS 2021, which was held during November 2021. Due to COVID-19 pandemic the conference was held online. The 12 papers included in this volume were carefully reviewed and selected from a total of 25 submissions. The papers in the proceedings are structured in four topical groups: Chatbot User Insight, Chatbots Supporting Collaboration and Social Interaction, and Chatbot UX and Design.
