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Soggetti	Natural language processing (Computer science) Logic programming User interfaces (Computer systems) Human-computer interaction Computer networks Information storage and retrieval systems Computer programming Natural Language Processing (NLP) Logic in AI User Interfaces and Human Computer Interaction Computer Communication Networks Information Storage and Retrieval Programming Techniques
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Nota di contenuto	-- Understanding and Designing for Human-AI Interactions. -- Analyzing Patterns of Conversational Breakdown in Human-Chatbot Customer Service Conversations. -- Selecting Empathic Response Headers in Customer Support Conversations with LLM-based Emotion Recognition. -- Exploring the Effects of Consistency-based Hallucination Detection for LLM-based QA Chatbots: A Simulation Study. -- LadderChat – An LLM-based Conversational Agent for

Laddering Interviews. -- Can Machine Learning Models Recognise Emotions, Particularly Neutral, Better Than Humans?. -- Human-Centred AI in Education and Social Support. -- An AI-Powered Learning Companion for Adaptive and Personalized STEM Education. -- Development and Evaluation of a University Chatbot Using Deep Learning: A RAG-Based Approach. -- A Voice-Enabled Intelligent Virtual Agent for People with Memory Impairments: Thematic Analysis of Focus Group Results. -- The BookBot Project: Conceptual Design of a Social Robot Facilitating Reading Motivation. -- Questions people ask ChatGPT regarding their romantic relationships and what they think about the provided answers: An exploratory study. -- Conversational AI for Citizens and Customers. -- AI-Driven Dialogue: Leveraging Generative AI in Conversational Agent Voting Advice Applications (CAVAA). -- First Aid for Europe – A Study on the Impact of Digital Voting Assistants on Young Adults During the Elections for the European Parliament in 2024. -- An Analysis of Federal and Municipal Chatbots in Germany. -- LLM-powered Conversational AI in Customer Service: Users' Expectations and Anticipated Use. -- Feeling Understood by AI: How Empathy Shapes Trust and Influences Patronage Intentions in Conversational AI.

Sommario/riassunto

This book constitutes the refereed proceedings of the 8th International Workshop on Chatbots and Human-Centred AI, CONVERSATIONS 2024, held in Thessaloniki, Greece, during December 4–5, 2024. The 12 full papers and 3 short papers were carefully reviewed and selected from 35 submissions. They were organized in topical sections as follows: Understanding and Designing for Human-AI Interactions; Human-Centred AI in Education and Social Support; Conversational AI for Citizens and Customers.
