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Nota di contenuto	<p>-- Understanding and Designing for Human-AI Interactions. --</p> <p>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</p>

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-Centered 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.
