

Trends, Applications, and Challenges of Chatbot Technology

Part of the Advances in Web Technologies and Engineering Book Series

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Description:

Chatbots offer exceptional services to end-users due to various factors including the ability to respond to customers' requests quickly according to their convenience. Given the magnitude of research and interest in chatbots, further study on several vital and evolving concerns including human-bot interaction, chatbot adoption, chatbot architecture and design considerations, and chatbot evaluation is required to ensure the technology is utilized appropriately.

Trends, Applications, and Challenges of Chatbot Technology provides novel research content and reviews of current chatbot technology and sheds light on challenges and open questions as well as possible research directions. Covering key topics such as human-computer interaction, customer support, and algorithms, this reference work is ideal for computer scientists, industry professionals, policymakers, researchers, academicians, practitioners, scholars, instructors, and students.



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Topics Covered:

Algorithms

Chatbots

Customer Support

Design

Education

Evaluation

Healthcare

Human-Computer Interaction

Privacy

Security

Subject: Computer Science and Information Technology

Classification: Edited Reference

Readership Level: Advanced-Academic Level (Research Recommended)

Research Suitable for: Advanced Undergraduate Students; Graduate Students; Researchers; Academicians; Professionals; Practitioners

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