TU Clausthal

Kolloquium zur Masterarbeit (ITIS)

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„Human-AI interaction in closed domain chatbot based on sentiment and emotion"

Technology was found to help people resolve problems and make their lives better. Primitively, technology served human communication with each other, but with the development of artificial intelligence, humans could communicate with applications. In the case of chatbots, there are some limitations when interacting with people based on their emotional state. Would the Human-AI interaction be improved or not? If the chatbot was able to detect the sentiment and emotion considering when it is going to answer. To determine anger, the chatbot approaches solving this problem in two stages, the first is to determine if the sentence expresses negative emotions or not, if yes, it will determine if the sentence contains feelings of anger or not. Microsoft's techniques were implemented for building the chatbot and the classifier. The classifier was fed with emotional datasets, which are tweets that reviewed airline services to extract the sentiment and an emotional tool kit to identify anger. 24 people evaluated a chatbot based on three standers, the first being Godspeed, as it measures how close a chatbot is to a person with its behaviour, characteristics, and intelligence, as well as how likable it is. The second is how the chatbot can be acceptable in terms of form and function, and the last one is the rating that assesses its responses and measures the differences with what exists at present. The results showed that the interaction went in a better direction when the chatbot comprehend feelings and respond accordingly.

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Videokonferenz: BigBlueButton

https://webconf.tu-clausthal.de/b/mic-vte-9nt

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