UNIGE Data Science Day

___level 1   **FAQ-chatbot**

    ❌ limited to one-turn conversation

    ❌ no intents detection

    ❌ no natural language understanding

___level 2   **Intelligent chatbot**

    ✅ multi-turn conversation

    ✅ intents* and entities** detection

    ✅ natural language processing

*intent
   what the user is implying

**entity
   piece of data that can be
   extracted form a user message

***SIAC
   information system for
   cultural activities at UNIGE

Cultura, contextual chatbot

___level 3

    ✅ includes level 1 and 2 complexities

    ✅ context sensitive with business expertise, through a dedicated data base (SIAC***)

    ✅ adapts his responses depending on the context of the conversation

    ✅ insensitive to small language errors

___level 4   **Cultura, toward an adaptive chatbot**

    ❌ handles multiple domains and contexts

    ❌ detects sentences with multiple intents

    ❌ customizable according to the user profile

___level 5   **Fully autonomous chatbot**

    ❌ human-like (passes the Turing-test)

    ❌ perfect natural language understanding

    ❌ responds in natural language

Antonin Sedoh
Giovanna di Marzo Serugendo
   centre universitaire d'informatique

Lamia Friha
   division systèmes et technologies de
   l'information et de la communication

Julien Jespersen
Ambroise Barras
   activités culturelles

culture@unige.ch

VIE DE CAMPUS
CULTURE.UNIGE.CH

THE GRADUATE INSTITUTE GENEVA
– INSTITUT DE HAUTES ÉTUDES INTERNATIONALES ET DU DÉVELOPPEMENT
GRADUATE INSTITUTE OF INTERNATIONAL AND DEVELOPMENT STUDIES

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