

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 from a user message
***SIAC
information system for
cultural activities at UNIGE

level 3

Cultura, contextual chatbot

- ✓ 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

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