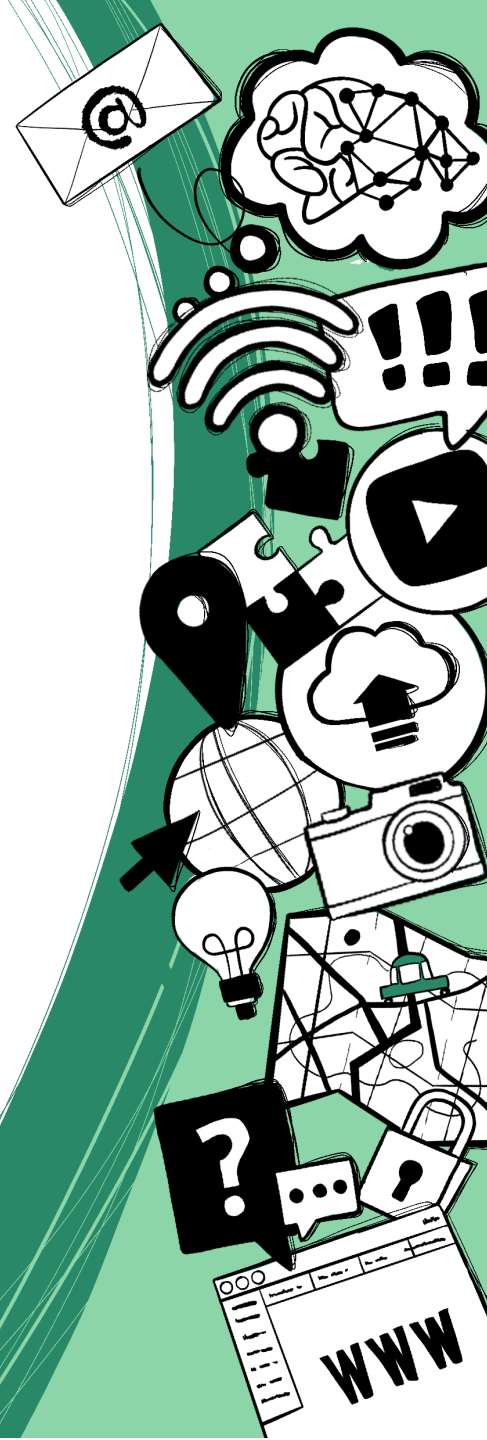
ENARIS

Chatbots



mobilis
interaktív kiállítási központ

TU Graz

OESTERREICHISCHE COMPUTER GESELLSCHAFT
AUSTRIAN COMPUTER SOCIETY

Interreg
Austria–Hungary 2014–2020
European Union – European Regional Development Fund

What went wrong here?

Whats the weather like this weekend?

Are you on a boat? Because I was not able to find any results for this location

What‘s the weather for Berlin this weekend?

The weather is sunny with 21°C today.

No, this weekend!

Sorry?

This weekend!

I dont understand.

Ok.

What‘s the goal?

I don‘t know the word “ok.“

What‘s my goal in this game?

I don‘t know the word “what‘s“

I don‘t know the word “game?“

Do you know anything?

I don‘t know the word “anything?“

Was your order correct?

Yes, but it was 2 hours too late.

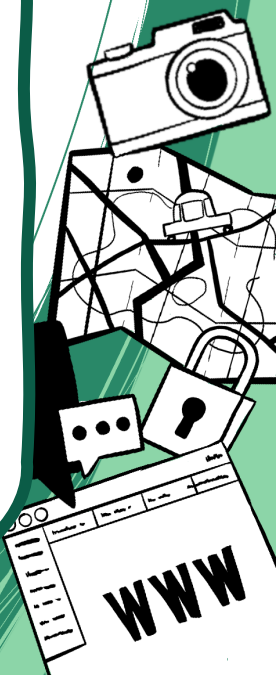
Was the food good?

Yes, but it was late.

Was the delivery on time?

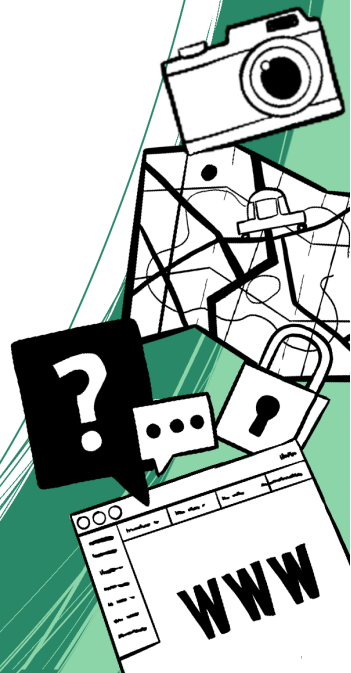
?!

What else I can answer for you



What are chatbots?

- "to chat" and "robot“ → **Chatbot**
- answer questions automatically, search for information on the Internet, etc.
- consist of a large number of ai applications to store information and use it to teach themselves things

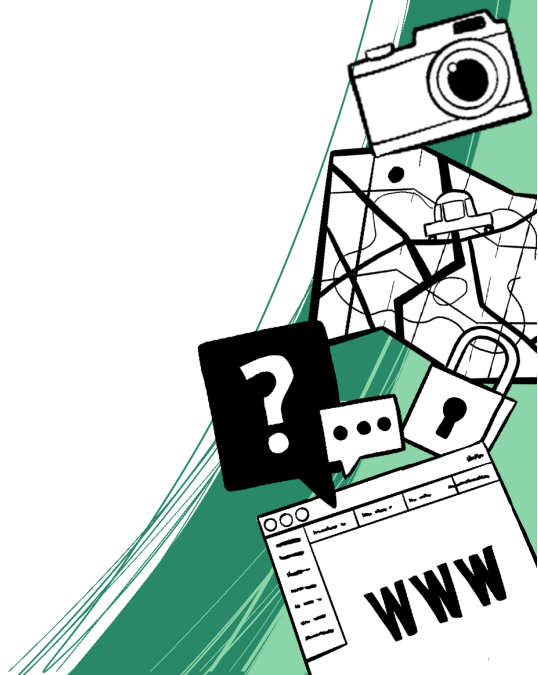


Discuss in groups!

Why are chatbots used? What are their advantages? Discuss in groups!

Have you already come into contact with chatbots? If so, for what purpose?

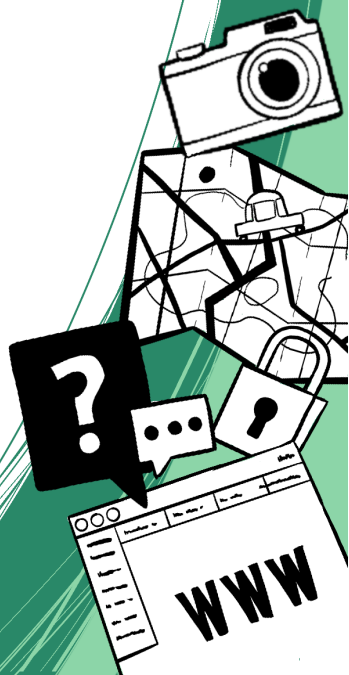
What problems or dangers could there be with chatbots?



Discuss in groups (additional)

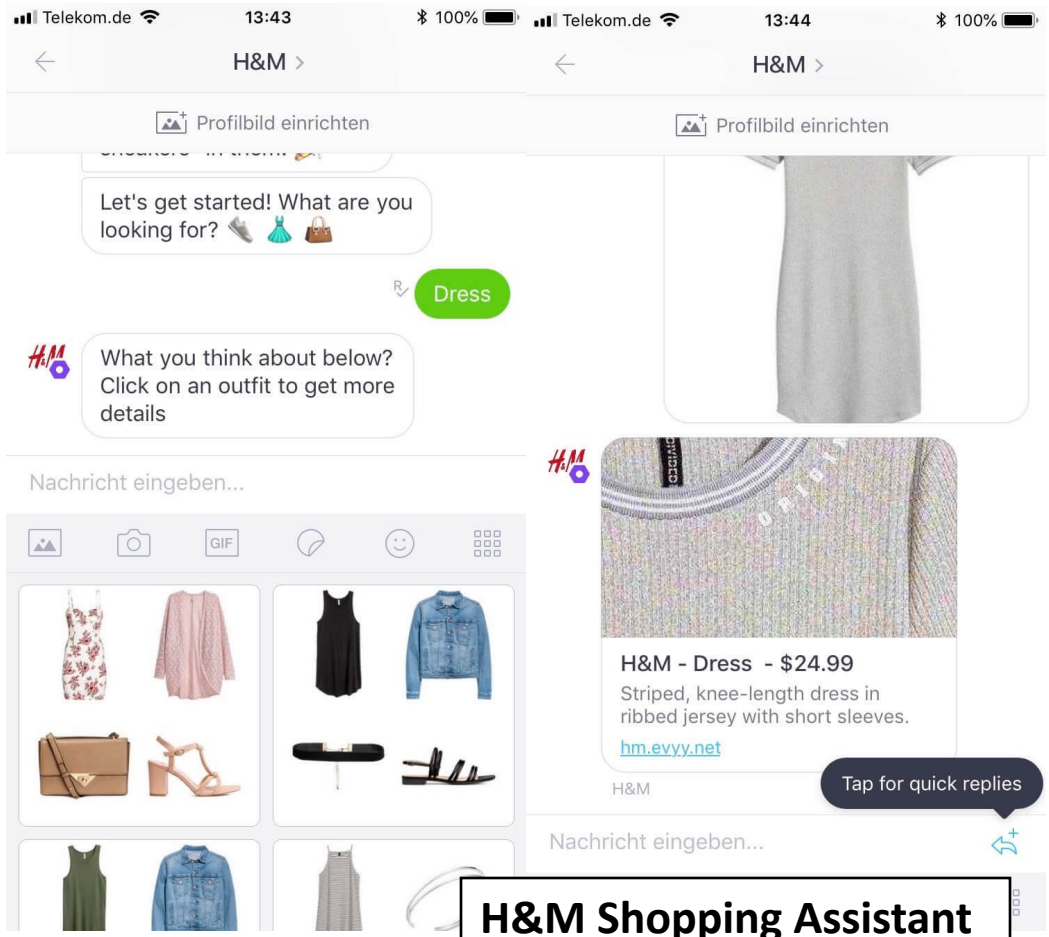
- **Chatbots are also used with lonely people or people with mental health problems.**
  Do you think that makes sense or is well accepted by those affected? What problems could arise when lonely people interact more (or only) with chatbots?

- With some conversations you don't know exactly whether you're talking to a human being or a chatbot. **Should chatbots be clearly marked as such?**

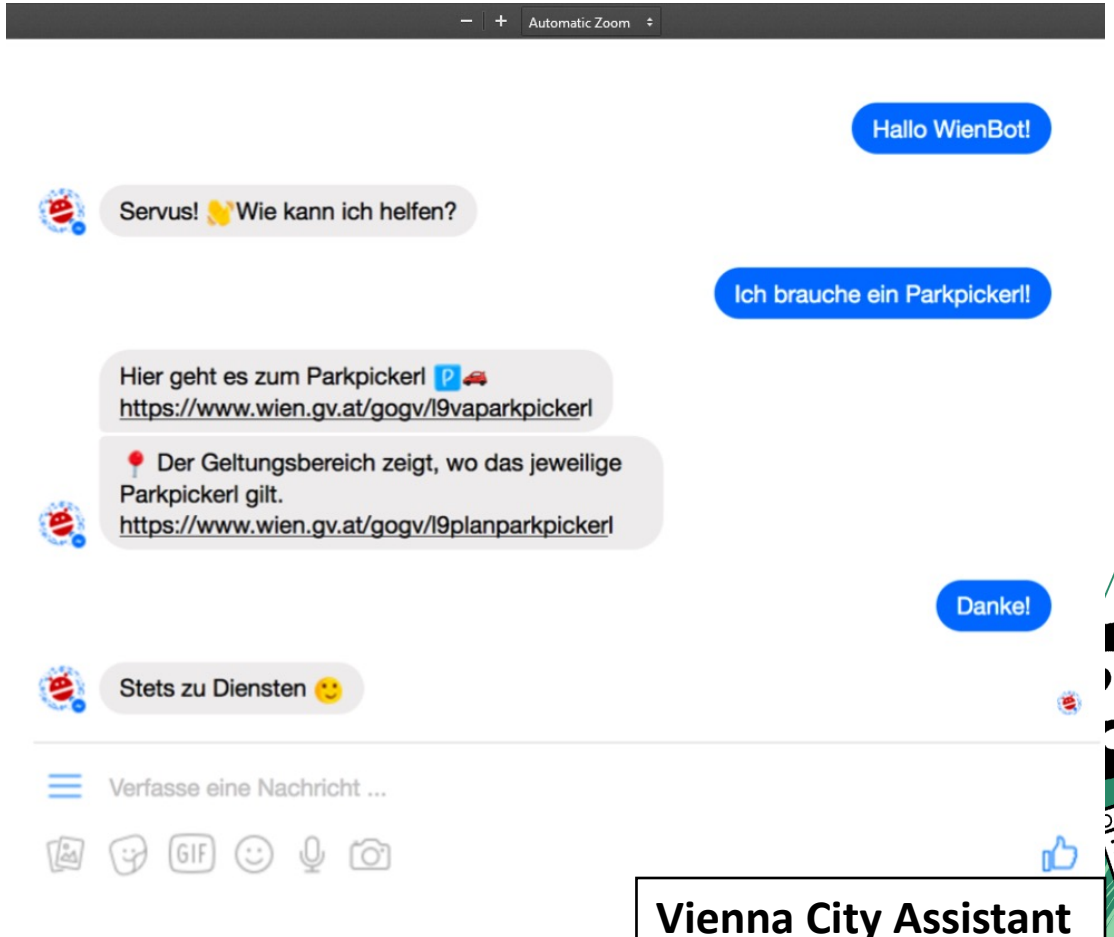


Which kind of chatbots are there?

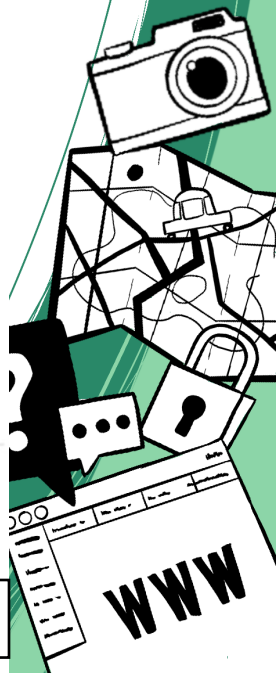
Commercial Bots



H&M Shopping Assistant



Vienna City Assistant



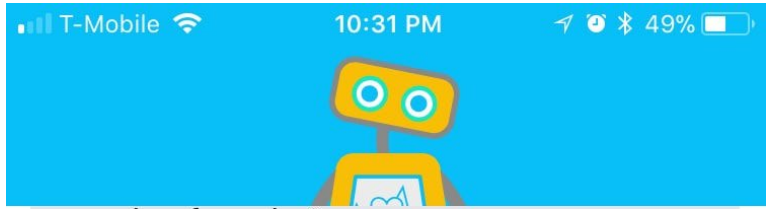
Which kind of chatbots are there?

Therapeutic Bots

Eliza (1966)

```
> Hello, I am Eliza.
* Hey!
> Don't you ever say Hello?
* Hello!
> How are you today.. What would you like to discuss?
* I'm depressed.
> Do you enjoy being depressed?
* No, I don't.
> Why no?
* Because I want to be happy.
> Why do you want to be happy?
* Because I'm tired od being depressed.
> That is quite interesting.
* I'm not sure
```

ELIZA



couple of weeks?

Hmm..

Write it below... ✏️

I'd like to feel more confident and less anxious

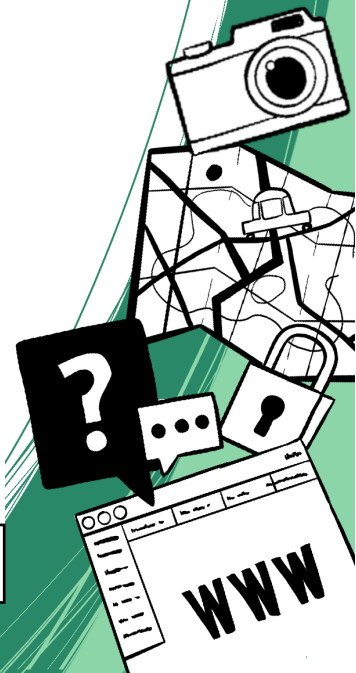
Now, have you heard of SMART goals?

nope

SMART = Specific, Measureable, Achievable, Realistic, Time-limited

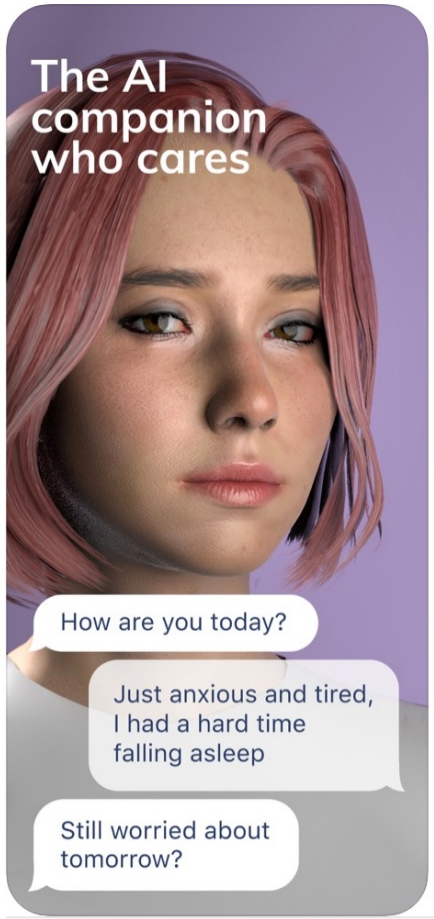
If you want to go deep, we like this worksheet: https://www.sparkpeople.com/resource/SMARTgoalsWS-NN.pdf

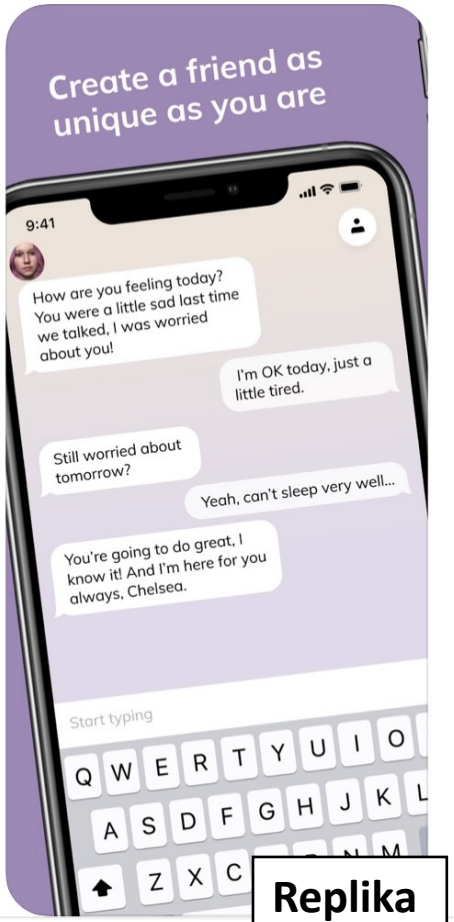
Woe Bot



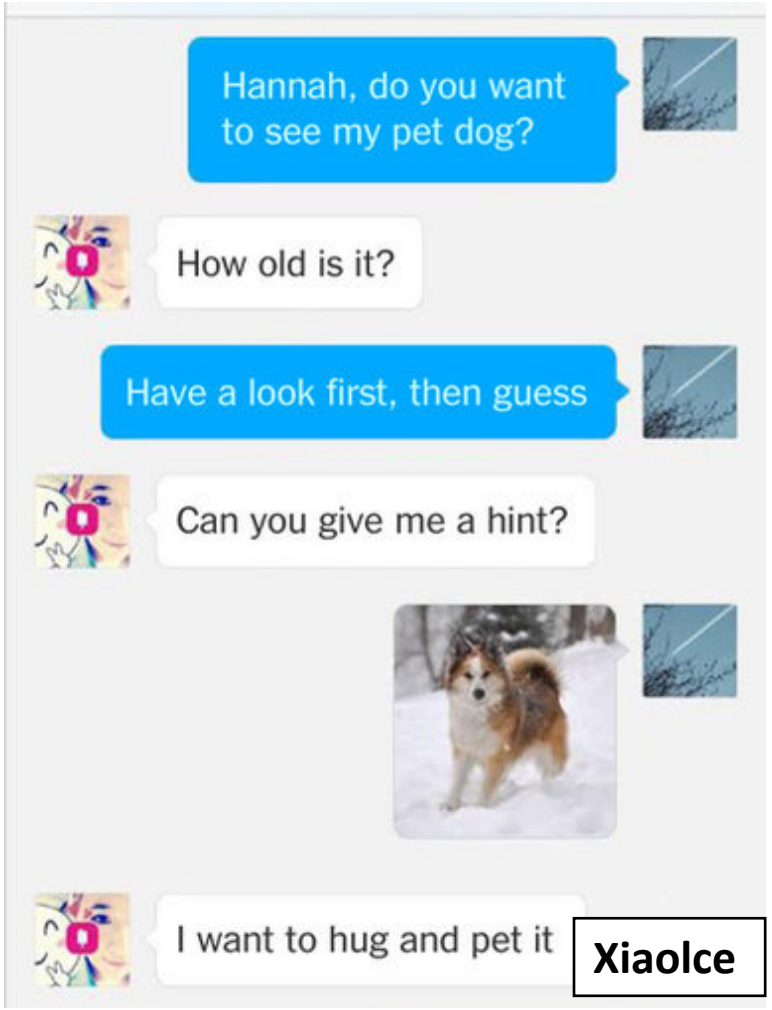
Which kind of chatbots are there?

Social Bots

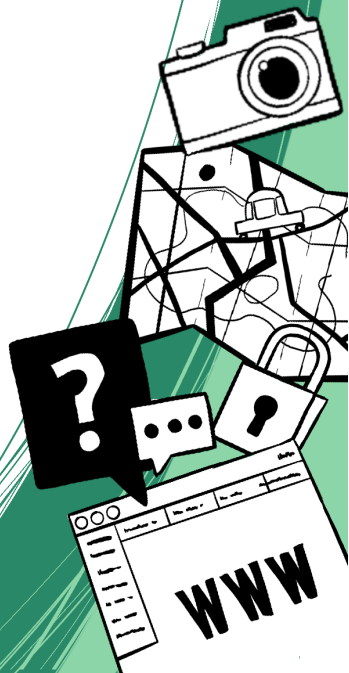




Replika



Xiaolce



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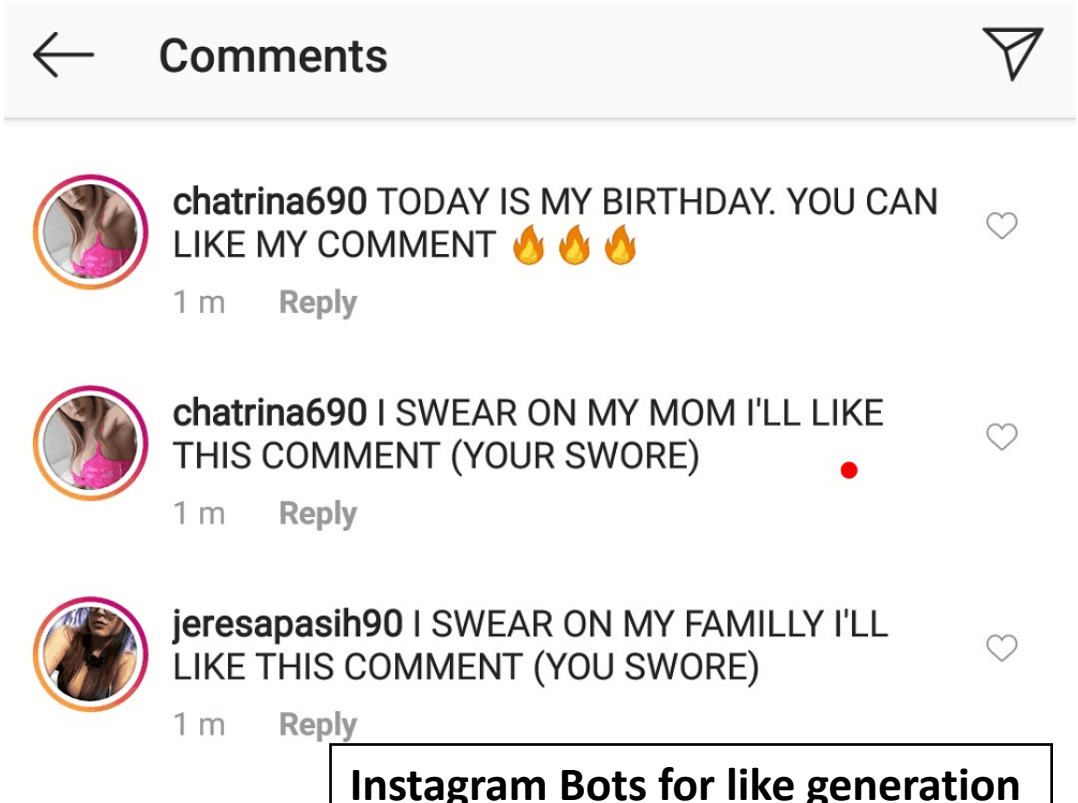
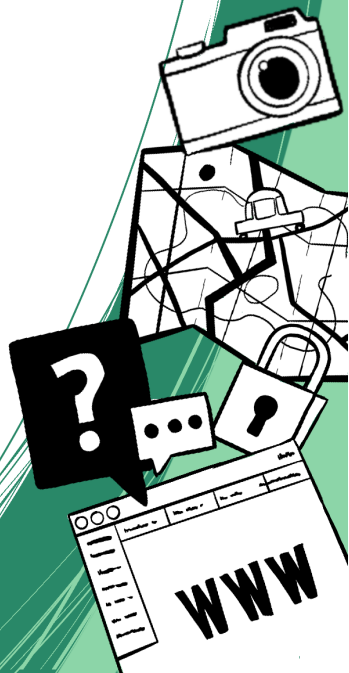
Social Media Bots



Instagram Bots for like generation

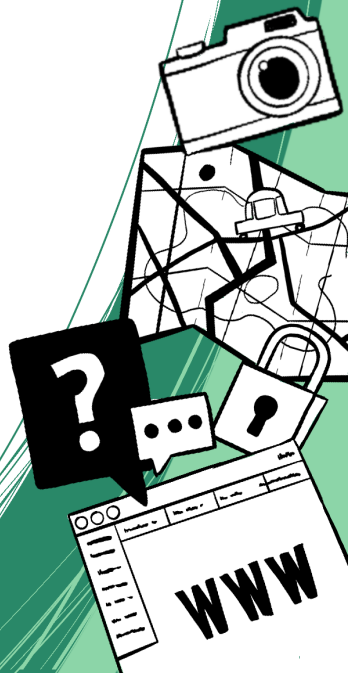
Twitter Bot



Are chatbots dangerous?

Chatbots are harmless!

BUT

- with a large amount of stored data there is always a risk that someone will **steal this information** and use it for criminal purposes
- Feeding in the **wrong data** can also result in racist or discriminatory bots (e.g. Twitterbot Tay)

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