



# Conversational Agents and Natural Language Interaction: Techniques and Effective Practices

By Diana Perez-Marin

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By combining agent capabilities with computational linguistics, conversational agents can exploit natural language technologies to improve communication between humans and computers.

**Conversational Agents and Natural Language Interaction: Techniques and Effective Practices** is a reference guide for researchers entering the promising field of conversational agents. It provides an introduction to fundamental concepts in the field, collects experiences of researchers working on conversational agents, and reviews techniques for the design and application of conversational agents. The book discusses the successes of and challenges faced by researchers, designers, and programmers who want to use conversational agents for e-commerce, help desks, website navigation, personalized service, and training or education applications.

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### Editorial Review

#### Review

This collection of eighteen articles on human-computer interaction showcases current scholarship in the field of Natural Language Interaction (NLI) and specifically the use of conversational agents for intuitive user interfaces. [...] Contributors include academics and professionals from computer science, ergonomics and linguistics backgrounds from institutions around the world. --*Book News, Reference - Research Book News - August 2011*

#### About the Author

**Diana Pérez-Marín** received the Ph.D. degree in Computer Science and Engineering from the Universidad Autónoma de Madrid in 2007, and her degree in Computer Science by the Universidad Autónoma de Madrid in 2002. She is currently a lecturer and researcher at the Department of Computing Languages and Systems I of the Computer Science Faculty of the Universidad Rey Juan Carlos in Spain. Her PhD has been published in 2010 by VDM Verlag and it is available with ISBN 978-3639207200. She has published more than 40 papers in international journals such as *Journal of Educational Technology and Society*, or *Computers and Education*, and participated in eight national and international research projects. She has been awarded a prize to their novelty of the teaching possibilities of Internet in 2007 and as project leader in 2008. In 2010, she organized the First International Workshop on Adaptation and Personalization in E-B/Learning using Pedagogic Conversational Agents (APLeC) together with Dr. Ismael Pascual-Nieto and Dr. Susan Bull, collocated with the international conference User Modeling, Adaptation and Personalization (UMAP). Currently, she is also co-editor of a Special Issue on Automatic Free-text Evaluation in the International Journal of Continuing Engineering Education and Life-Long Learning (IJCEELL) to be published by Inderscience at the end of 2010. She is member of the Artificial Intelligence in Education (AI-ED) Society, LEMORE, LITE, and ADIE.

**Ismael Pascual-Nieto** is Doctor in Computer Science and Telecommunications by the Universidad Autónoma de Madrid since 2009, and Computer Engineer by the Universidad Autónoma de Madrid since 2005. He has been a researcher at the Computer Science Department at the Universidad Autónoma de Madrid and at the ADENU Artificial Intelligence group at UNED in Spain. He has published numerous papers in journals, international, and national conferences, and participated in several international projects. He has been awarded a prize to the novelty of the teaching possibilities of Internet in 2007 and as an enterprising in 2008. In 2010, he organized together with Dr. Diana Pérez-Marín and Dr. Susan Bull the First International Workshop on Adaptation and Personalization in E-B/Learning using Pedagogic Conversational Agents (APLeC) collocated with the international conference User Modeling, Adaptation and Personalization (UMAP).

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