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Chatbot Research and Design Asbjørn Følstad, Theo Araujo, Symeon Papadopoulos, Effie L.-C. Law, Ewa Luger, Morten Goodwin, Petter Bae Brandtzaeg, 2021-02-02 This book constitutes the proceedings of the 4th International Workshop on Chatbot Research and Design CONVERSATIONS 2020 which was held during November 23 24 2020 hosted by the University of Amsterdam The conference was planned to take place in Amsterdam The Netherlands but changed to an online format due to the COVID 19 pandemic The 14 papers included in this volume were carefully reviewed and selected from a total of 36 submissions The papers in the proceedings are structured in four topical groups Chatbot UX and user perceptions social and relational chatbots chatbot applications and chatbots for customer service The papers provide new knowledge through empirical theoretical or design contributions

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