

Chatbot with a Discourse Structure-Driven Dialogue Management

Boris Galitsky¹ and Dmitry Ilvovsky²

¹ Knowledge Trail Inc,

² National Research University – Higher School of Economics

Abstract. We build a chat bot with iterative content exploration that leads a user through a personalized knowledge acquisition session. The chat bot is designed as an automated customer support or product recommendation agent assisting a user in learning product features, product usability, suitability, troubleshooting and other related tasks. To control the user navigation through content, we extend the notion of a linguistic discourse tree (DT) towards a set of documents with multiple sections covering a topic.

Keywords: chat bot, discourse structure