__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

__level 3__

**Cultura**, contextual chatbot

- includes level 1 and 2 complexities
- context sensitive with business expertise, through a dedicated database (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

---

*intents* what the user is implying
*entities* piece of data that can be extracted from a user message
*SIAC* information system for cultural activities at UNIGE

---

Antonin Sedoh
Giovanna di Marzo Serugendo
centre universitaire d’informatique
Lamia Friha
division systèmes et technologies de l’information et de la communication
Julien Jespersen
Ambroise Barras
activités culturelles
culture@unige.ch