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Abstract:
Conversational Interaction: A new look at HMI

Human machine interaction in the digital era has become a mainstream form of providing and consuming services. We use it in self services of Medical treatment, Sopping platforms, Customer Service interaction, and recently for Education. I addition all Automated intelligence robots are using a model of conversation interaction as part of their operation such as autonomous Vehicles and Social Robots.

The dialog options vary from texting to chat bots, to speech agents and avatars all the way to robots and humanoids. Now that we talk about the dialog in the virtual world as well (metaverse) the importance of a relatively new filed called "Conversational Interaction" (CI) is crucial. It is a combination of several fields: Speech processing, NLP, UI and UX and using ML to enhance the dialog. The area of CI will involve the use of Multimodality approach which combines data and sensors to the interaction decision making module. The CL area is not only academic but deeply rooted in industry implementation.

In the digital, words like Innovation, Entrepreneurship and Digital Transformation are essential to every company's echo system. New technologies in the area of Artificial Intelligence, conversational interaction, automated services must be integrated in organizational processes. Conversational Interaction if done correctly, to help a company be an effective in the interaction with customers building portals, tools, and platforms that allow rapid deployment of conversational systems.

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