COMS 647 AI, ROBOTS & COMMUNICATION

Agenda

Review
Remix
Preview

Review

Chatbots
 Origin/History
 Critical Questions

Chatbots for **B2C messaging**

BLOG

DOCS

SERVICES

SIGN IN

ABOUT

pandorabots

Build intelligent conversational agents on the leading platform

SIGN UP FREE

 250,000+
 300,000+
 6,000,000,000+

 ✓ REGISTERED DEVELOPERS

 MESSAGES PROCESSED

A. M. Turing (1950) Computing Machinery and Intelligence. Mind 49: 433-460.

COMPUTING MACHINERY AND INTELLIGENCE

By A. M. Turing

1. The Imitation Game

I propose to consider the question, "Can machines think?" This should begin with definitions of the meaning of the terms "machine" and "think." The definitions might be

Problem with Intelligence

"I propose to consider the question, "Can machines think?" This should begin with definitions of the meaning of the terms "machine" and "think." The definitions might be framed so as to reflect so far as possible the normal use of the words, but this attitude is dangerous. If the meaning of the words "machine" and "think" are to be found by examining how they are commonly used it is difficult to escape the conclusion that the meaning and the answer to the question, "Can machines think?" is to be sought in a statistical survey such as a Gallup poll. But this is absurd." – Alan Turing,1950

rmal use of the words, but this attitude is ine" and "think" are to be found by ifficult to escape the conclusion that the machines think?" is to be sought in a s is absurd. Instead of attempting such a er, which is closely related to it and is

in terms of a game which we call the , a man (A), a woman (B), and an interrogator stays in a room apart front the togator is to determine which of the other ows them by labels X and Y, and at the s B" or "X is B and Y is A." The d B thus:

r hair?

wer. It is A's object in the game to try and answer might therefore be:

re about nine inches long."

terrogator the answers should be written, ent is to have a teleprinter communicating tion and answers can be repeated by an ird player (B) is to help the interrogator, thful answers. She can add such things as nswers, but it will avail nothing as the man

We now ask the question, "What will happen when a machine takes the part of A in this game?" Will the interrogator decide wrongly as often when the game is played like this as he does when the game is played between a man and a woman? These questions replace our original, "Can machines think?"

A. M. Turing (1950) Computing Machinery and Intelligence. Mind 49: 433-460.

COMPUTING MACHINERY AND INTELLIGENCE

By A. M. Turing

1. The Imitation Game

Change the Question - Imitation Game

"Instead of attempting such a definition, I shall replace the question by another, which is closely related to it and is expressed in relatively unambiguous words. The new form of the problem can be described in terms of a game which we call the 'imitation game.' It is played with three people, a man (A), a woman (B), and an interrogator (C) who may be of either sex. The interrogator stays in a room apart from the r. It is A's object in the game to try and wer might therefore be: other two. The object of the game for the interrogator is to determine which of the other two is the man and which is the woman.." – Alan Turing, 1950

This should begin with and "think." The definitions might be al use of the words but this attitude is and "think" are to be found by cult to escape the conclusion that the chines think?" is to be sought in a absurd. Instead of attempting such a which is closely related to it and is

terms of a game which we call the man (A) a woman (B) and an terrogator stavs in a room apart front the ator is to determine which of the other s them by labels X and Y, and at the or "X is B and Y is A." The B thus:

wer might therefore be:

bout nine inches long "

rogator the answers should be written. is to have a teleprinter communicating and answers can be repeated by an player (B) is to help the interrogator. ful answers. She can add such things as

I am ne woman, continuen to non- to ner answers, but it will avail nothing as the man can make similar remarks.

We now ask the question, "What will happen when a machine takes the part of A in this game?" Will the interrogator decide wrongly as often when the game is played like this as he does when the same is played between a man and a woman? These questions replace our original, "Can machines think?"

The Imitation Game



Computational Linguistics

Contextual Understanding by

Further, what I wish to report here should not be conwith what is generally called content analysis. In the t situation we are concerned with the fragments of al language that occur in conversations, not with lete texts. Consequently, we cannot rely on the texts analyzing to be grammatically complete or correct. , no theory that depends on parsing of presumably armed sentences can be of much help. We must doon heuristics and other such impure devices instead. first program to which I wish to call attention is a ular member of a family of programs which has to be known as DOCTOR. The family name of programs is ELIZA. This name was chosen because programs, like the Eliza of Pygmalion fame, can ught to speak increasingly well. DOCTOR causes A to respond roughly as would certain psychothera-Rogerians), ELIZA performs best when its human pondent is initially instructed to "talk" to it, via pewriter, of course, just as one would to a psychia-

D. G. BOBROW, Editor

ose this mode of conversation because the psychiatric iew is one of the few examples of categorized dyadic al language communication in which one of the pating pair is free to assume the pose of knowing a nothing of the real world. If, for example, one o tell a psychiatrist "I went for a boat ride" and he ded "Tell me about boats," one would not assume e knew nothing about boats, but that he had some se in so directing the subsequent conversation. It is tant to note that this assumption is one made by the r. Whether it is realistic or not is an altogether te question. In any case, it has a crucial ological utility in that it serves the speaker to mainis sense of being heard and understood. The speaker r defends his impression (which even in real life may sory) by attributing to his conversational partner ts of background knowledge, insights and reasoning . But again, these are the speaker's contribution to aversation. They manifest themselves inferentially in

terpretations he makes of the offered responses. From the purely technical programming point of view, the psychiatric interview has the advantage that it eliminates the need for storing explicit information about the real world.

The human speaker will contribute much to clothe ELIZA's responses in vestments of plausibility. However, he will not defend his illusion (that he is being understood) against all odds. In human conversation a speaker will

IIIIIII ZZZZZZZ EEEEEEEE AAA A A EEEEE A A AAAAAAA A 222222 A ELIZA > (PLEASE TYPE IN ALL CAPS) WHAT'S YOUR NAME DEAR ? ELIZA > HI, I'M ELIZA. WHAT DO YOU WANT TO TALK ABOUT ? > CAN I TALK ABOUT MY PROBLEM ? > SURE ...

DUE TO ON GOING EXAMS IN COLLEGE. I HAVE A LOT OF STRESS. PLEASE RELAX A LITTLE. SLEEP WELL.

> THANKS FOR YOUR ADVICE.

> NO MENTION.

> BYE

AMIT

ELIZA > BYE AND KEEP IN TOUCH....

Joseph Weizenbaum - 1966

Research Contract Number Neur-4102(01). 474 Communications of the ACM

computers or humans.

many ideas that potentially aid understanding are com-

municated by gestures, intonations, pauses, and so on. All

of these are unavailable to readers of telegrams-be they

Work reported herein was supported (in part) by Project MAC, an

MIT research program sponsored by the Advanced Research

Projects Agency, Department of Defense, ander Office of Naval

Men are all alike IN WHAT WAY They're always bugging us about something or other CAN YOU THINK OF A SPECIFIC EXAMPLE Well, my boyfriend made me come here. YOUR BOYFRIEND MADE YOU COME HERE He says I'm depressed much of the time. I AM SORRY TO HEAR YOU ARE DEPRESSED It's true. I am unhappy. DO YOU THINK COMING HERE WILL HELP YOU NOT T I need some help, that much seems certain. WHAT WOULD IT MEAN TO YOU IF YOU GOT SOME HI Perhaps I could learn to get along with my mother. TELL ME MORE ABOUT YOUR FAMILY My mother takes care of me. WHO ELSE IN YOUR FAMILY TAKES CARE OF YOU My father YOUR FATHER, WHAT RESEMBLANCE DO YOU SEE You are not very aggressive but I think you don't want me to noti WHAT MAKES YOU THINK I AM NOT VERY AGGRESSI You don't argue with me. WHY DO YOU THINK I DON'T ARGUE WITH YOU You are afraid of me. DOES IT PLEASE YOU TO BELIEVE I AM AFRAID OF YOU My father is afraid of everybody. WHAT ELSE COMES TO MIND WHEN YOU THINK OF Y Bullies

DOES THAT HAVE ANYTING TO DO WITH THE FACT THAT YOUR BOYFRIEND MADE YOU COME HERE

"ELIZA created the most remarkable illusion of having understood in the minds of many people who conversed with it. People who know very well that they were conversing with a machine soon forgot that fact, just as theatergoers, in the grip of suspended disbelief, soon forget that the action they are witnessing is not "real." This illusion was especially strong and most tenaciously clung to among people who know little or nothing about computers. They would often demand to be permitted to converse with the system in private, and would, after conversing with it for a time, insist, in spite of my explanations, that the machine really understood them." – Joseph Weizenbaum 1976

Kenneth Colby's PARRY (1972)

Unlike ELIZA, which was originally designed to emulate the conversational activities of a Rogerian therapist, PARRY (which was written in LISP) simulated a person with paranoid schizophrenia. In 1972, PARRY and a version of ELIZA that was named DOCTOR were connected over ARPANET (the precursor to the internet) and interacted with each other in a highly publicized demonstration at ICCC 1972 (International Conference on Computer Communications).

PARRY encounters ELIZA

The session recorded below actually happened on 18 September 1972 and is herewith reproduced for your entertainment.

ELIZA: Good Evening.

ELIZA: Tell me your problems. Please terminate input with a period or a question mark.

PARRY: People get on my nerves sometimes.

ELIZA: I am not sure I understand you fully.

PARRY: You should pay more attention.

ELIZA: Suppose you should pay more attention.

PARRY: You're entitled to your own opinion.

ELIZA: What makes you think I am entitled to my own opinion?

PARRY: It bothers me just to be around people in general.

ELIZA: Please go on.

Michael Mauldin's CHATTERBOT (1994)

Unlike ELIZA and PARRY, which could only engage in conversational interactions with a single dedicated user, CHATTERBOT was designed to be an NPC in the virtual world of TinyMUD. Mauldin (1994, 16) explains, "We created a computer controlled player, a 'Chatter Bot,' that can converse with other players, explore the world, discover new paths through various rooms, answer players' questions about navigation (providing the shortest-path information on request), and answer questions about other players, rooms and objects." Since this initial demonstration in the virtual world of TinyMUD, bots of various kinds and configurations have become a standard feature in computer games and online virtual worlds



A. L. I. C. E. Artificial Intelligence Foundation

A L.I.C.E. Silver Edition DAVE E.S.L. bot C.L.A.U.D.LO. Personality Test

Promoting the development and adoption of ALICE and AIML Free Software



Get ALICE Silver Edition with talking VHost Prize

Get y Richard Wallace's A.L.I.C.E. (1995)

Artificial Linguistic Internet Computer Entity (A.L.I.C.E.) was originally written in Java and utilized an XML schema called AIML (Artificial Intelligence Markup Language). The aim of AIML, which was distributed with an open source license and has been implemented on a number of different platforms (i.e. Pandorabots), was to encourage other developers to modify the initial program and produce numerous Alicebot clones. A.L.I.C.E. won the restricted category Loebner Prize three times: in 2000, in 2001, and in 2004. This prize, initiated by Hugh Loebner in 1991, is "the first formal instantiation of the Turing Test" (Loebner 2017). Additionally, filmmaker Spike Jonze's has credited his personal experience with an Alicebot as the source of inspiration for the film Her.

Pandorabots - AIML

	udc 🗙				
1	<pre>k?xml version="1.0" encoding="UTF-8"?></pre>				
	<pre><aiml></aiml></pre>				
3					
4					
5 -	<category></category>				
6	<pattern>*</pattern>				
7 +	<template></template>				
8 -	<pre><random></random></pre>				
9	What whas that?				
10	l don't understand.				
11	Come again.				
12					
13					
14					
15					
16 -					
17	<pattern>hi</pattern>				
18	<template>hello world.</template>				
19					
20					
21 -					
22	<pre><pattern>Hey ^</pattern></pre>				
23 24	<template>Leave me alone</template>				
25					
26 -	<category></category>				
27	<pre><pre>category/ <pre>category/ <pre>category/ <pre>category/ <pre>category/ <pre>category/ </pre></pre></pre></pre></pre></pre></pre>				
28	<template>I am a bot. Thank you for your interest</template>				
29					
30	Strenger 1				
31 +	<category></category>				
32	<pre><pre><pre>category/ <pre>/pattern>Do you take bitcoin</pre></pre></pre></pre>				
33	<template>I do not deal in sham currencies</template>				
34					
35					
36					
37					
		6			



sign in

echo live feed!

riate - use with discretion

erbot.com interface directly

G+

search

Rollo Carpenter - Cleverbot (1997)

Unlike previous chatterbot systems, Cleverbot's responses are not prescripted. Instead, the bot is designed to learn its conversational behaviors from interactions with human users on the internet. Although the exact method by which this is accomplished has not been made public, it has been described as a kind of crowdsourcing. "Since coming online in 1997, Cleverbot has engaged in about 65 million conversations with Internet users around the world, who chat with it for fun via the Cleverbot website. Like a human learning appropriate behavior by studying the actions of members of his or her social group, Cleverbot 'learns' from these conversations. It stores them all in a huge database, and in every future conversation, its e Al knows many responses to questions and comments mimic past human responses to those same questions and comments" (Wolchover 2011).

apps

more

people

🎔 Follow @cleverbot Like 211k

Eugene Go	Eugene Goostman The weirdest creature in the world		
	Hi. I hope you'll enjoy our conversation! Type your question here reply		
▶edit: #▶▶]on A【) 1:19 / 3:16			¢° – :

Can A Chatbot Really Convince People It's Human?

https://www.youtube.com/watch?v=njmAUhUwKys

Home Page of The Loebner Prize in Artificial Intelligence

R

"The First Turing Test"



Loebner Prize Gold Medal (Solid 18 carat, not gold-plated like the Olympic "Gold" medals)

What is the Loebner Prize?

The Loebner Prize for artificial intelligence (AI) is the first formal instantiation of a <u>Turing Test</u>. The test is named after <u>Alan Turing</u> the brilliant British mathematician. Among his many accomplishments was basic research in computing science. In 1950, in the article <u>Computing Machinery</u> <u>and Intelligence</u> which appeared in the philosophy journal Mind, Alan Turing asked the question "Can a Machine Think?" He answered in the affirmative, but a central question was: "If a computer could think, how could we tell?" Turing's suggestion was, that if the responses from the computer were indistinguishable from that of a human, the computer could be said to be thinking. This field is generally known as natural language processing.

In 1990 <u>Hugh Loebner</u> agreed with The Cambridge Center for Behavioral Studies to underwrite a contest designed to implement the Turing Test. Dr. Loebner pledged a Grand Prize of \$100,000 and a Gold Medal (pictured above) for the first computer whose responses were indistinguishable from a human's. Such a computer can be said "to think." Each year an annual cash prize and a bronze medal is awarded to the **most** human-like computer. The winner of the annual contest is the best entry relative to other entries that year, irrespective of how good it is in an absolute sense.

Review Projections/Future

CHATBOTS

Five Reasons Why Chatbots are the Future of Customer Service

With improved technology, nuanced communication and greater reliability, chatbots will allow businesses to achieve organizational goals swiftly



TOP 5 CHATBOT INSIGHTS FOR THE FUTURE 2020 00000 85% 00000 Gartner Report 2021 50% Gartner Report 2022 Bn.

1. Communication

- Can chatbots communicate?
- Chatbots are computer programs designed to exhibit conversational behaviors. But is this communication? (And what do we mean by "communication" in this context)



2. Employment

- Will chatbots displace/replace human workers?
- How does/will this effect the discipline of communication?
- How can/should we respond to this opportunity/challenge?



(perspectives)

From Russia, with Love

How I got fooled (and somewhat humiliated) by a computer BY ROBERT EPSTEIN

IT ALL STARTED with an online dating service. I was looking for a date. Like most men (we dogs), I made my initial judgment based largely on a photo. Yes, that's shallow, and when one is online, it's also fairly stupid beto fairly stupid be-

s also fairly stupid beall too easy to fake. *illy* blew it. o showed a slim, atsupposedly living in from me. She didn't erself, and her Eng-

erself, and her Engsuggesting that she igrant. That's okay, f my grandparents after all. e was a variation on Had I been more of a this moniker would The Fabulous Deslain is a 2001 French y Tautou as Amélie, voman who has a t is incapable-comof communicating ntional ways. Hmm. to my e-mail quite

d also admitted that

Russia, not California. Normally I find that kind of distance daunting, but her photos were so attractive and her e-mails so warm that I continued to correspond with her. She sent me her real name; I'll call her "Ivana."

Here is an example of the kind of e-mail I received from her:

I have told to mine close friends about you and to my parents and them happy that I really interested someone and regardless of the fact that not here in Russia and all from



oral mappy for the series of t

After two months of e-mails I started to get, well, not suspicious exactly but at least concerned. Online dating can be a slow, frustrating process [see "The Truth about Online Dating," by Robert Epstein; SCIENTIF-IC AMERICAN MIND, February/March 2007]. Our romance was progressing especially slowly: no phone calls, very vague talk on Ivana's part about get-

After **two months of e-mails** I started to get, well, not suspicious exactly but at least concerned.

16 SCIENTIFIC AMERICAN MIND



3. Deception

- Are chatterbots deceptive?
- Robert Epstein Fell in love with and had an online affair with a chatbot called Ivana. Is this a form of deception? Is it fraud?

4. Social Problems

- Are interactions with chatbots dangerous and antisocial?
- "I find people willing to seriously consider bots not only as pets but as potential friends, confidants, and even romantic partners. We don't seem to care what their artificial intelligences 'know' or 'understand' of the human moments we might 'share' with them...the performance of connection seems connection enough." – Sherry Turkle 2011

Sherry Turkle

Author of *The Second Self* and *Life on the Screen*

LONE GETHER

NE EXPECT MORE FROM **TECHNOLOGY** AND LESS FROM EACH OTHER

Review

Digital Media & Remix Rip! A Remix Manifesto (video) Of Remixology – Intro & Premix



Remix Exercise

Examples

► Tools

► Techniques



Audio Collage



James Tenney - "Collage #1 (Blue Suede)" 1961

Musique Concrete



Pierre Schaeffer "Etude noire" (1948)



Beatles "Revolution No. 9" (1968) https://www.youtube.com/watch?v=SNdcFPjGsm8

Mashup



Girl Wants (to say goodbye to) Rock And Roll

Remix Girl Talk (Gregg Gillis) "What It's All About" (2008)



Tools



Audio Tape Pierre Schaeffer (1948)

> Turntables/Vinyl Grandmaster Flash (1974)



Sony Sound Forge

Tools

Audacity http://www.audacityteam.org



DOWNLOAD AUDACITY

.

View Release Notes

Documentation

Latest version : 2.3.1

Source material
 Obtain your own
 Use my samples

http://gunkelweb.com/coms465/remix.html

C

gunkelweb.com/coms465/remix.html

COMS 465: Remix Exercise

1

Acapella Vocals

· Blondie - Heart of Glass

<u>Snoop Dogg - Next Episode</u>
The Doors - Riders on the Storm

Music (without vocals)

<u>Nirvana</u>
<u>Led Zeppelin</u>
<u>Generic</u>
<u>Beatles</u>
Joy Division

<u>Carly Rae Jepsen - Call Me Maybe</u>
 <u>Maroon 5 - Moves Like Jagger</u>
 <u>REM - Losing My Religion</u>
 Rihanna - Diamonds

Q Search

☆ 自

Ξ



3. Edit the sample- Trim the audio sample- Use Effects to shape it



4. Layer Samples - Use multiple tracks - Sync the tracks by adjustingTempo and sample length



5. Saving

- Save Project as you go
- Export WAV version of final mix
- Save to USB or Cloud



► Helpful Hints

- Start small short and simple
- Trial and error no "right way" to do this
- Think strategically about source material
- ► Work hard, but keep it fun

Preview Remix – pt. 2 Remix Exercises Ferguson – Everything is a Remix (Remastered) Of Remixology – Remix & Postmix



OF REMIXOLOG ETHICS AND AESTHETICS AFTER REMIX

IKEL