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Refereed Article

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A Survey of Knowledge Sources in Dialogue Systems

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Abstract: *Dialogue systems utilise a variety of knowledge sources and models. However, the purposes and contributions of specific knowledge sources and the relationships among them are confusing. In this paper, a study of different dialogue systems and the knowledge sources and models they use is presented. The knowledge sources are characterised in terms of what knowledge they contain. The roles of the various knowledge sources and the relations between them are discussed in light of the capabilities needed by dialogue systems to achieve natural interaction with users. Implications for development of dialogue systems are also presented.*

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