Daftar Pustaka

[1] Wijanto, Maresha., dan Purwarianti, Ayu. 2010. Pengembanagan Metode Sistem Dialogue Management pada Bahasa Indonesia dengan Kasus Pembelajaran Teori Sistem Informasi. Bandung: Institut Teknologi Bandung.

[2] Traum, D., & Larsson, S. (2003). The Information State Approach to Dialogue Management. Current and New Direction in Discource and Dialogue, 325-353.

[3] Larsson, S., & Traum, D. (2000). Information State and Dialogue Management in the TRINDI Dialogue Move Engine Toolkit. Natural Language Enginnering 1 *(1)*.

[4] Bohus, D., & Rudnicky, A. (2009). The RavenClaw Dialogue Management Framework: Architecture and System. *Computer Speech and Language* 23,332261.

[5] Bui, T. (2006). *Multimodal Dialogue Mangement-State of Art.* Enschede: Human Media Interaction, Center for Telematics and Information Techonology University of Twente.

[6] Blaylock, N. J. (2005). *Towards Tractable Agent-Based Dialogue.* New York:Departement of Computer Science, University of Rochester.

[7] Quaterony, S. (2007). *Advance Techniques For Personalized, Interactive Question Answering*: Ph.D From Thesis. United Kingdom: The University of York

[8] Kelly, D., Kantor, P., Morse, E.Scholtz, J., & Sun Y. (2008). Questionnaires for Eliciting Evaluation Data From Users of Interactive Question Answering System, *Natural Language Enginering* 15 *(1), 119-141*.

[9] Nijholt, A., Hofs, D., & op den Akker, R. (2004). *A Generic Architecture and Dialogue Model for Multimodal Interaction.* Enschede: University of Twente.

[10] Purwarianti. A., & Hakim, Z. (2012). Interactive Question Answering for Customer Service Representative Using Information State Concept. *ICSET*.

[11] Allen, J., & Core, M. (1997). *Draft of DAMSL*: *Dialogue Act Markup in Several Layers*. University of Rochester.

[12] Noy, N. F., & McGuiness, D. L. (2001). Ontology Development 101: *A Guide to Creating Your First Ontology*. Standford: Standford Knowledge System Laboratory Technical Report.

[13] Abdul-Kader, A. Sameera., & Woods, John.(2015). Survey on Chatbot Design Techniques in Speech Conversation Systems. United Kingdom: University of Essex Colchester. *IJACSA*.

[14] M. d. G. B. Marietto, R. V. de Aguiar , G. d. O. Barbosa, W. T. Botelho, E.Pimentel, R. d. S.Franca, and L da Silva, "Artificial Intelligence Markup Language: A Brief Tutorial," arXiv preprint arXiv: 1307.3091, 2013.

[15] Maghilnan, S., & Rajesh Kumar, M. (2017). Sentiment Analysis on Speaker Specific Speech Data. India.