

**Texto original:** Interactive software agents, such as chatbots, are progressively being used in the area of health and well-being.

**Texto plagiado:** Interactive software agents, such as chatbots, are progressively being used in the area of health and well-being.

**Texto original:** health and well-being

**Texto plagiado:** health and well-being

**Texto original:** health and well-being

**Texto plagiado:** health and well-being

**Texto original:** nteractive software agents,

**Texto plagiado:** nteractive software agents,

**Texto original:** empathic capabilities

**Texto plagiado:** empathic capabilities

**Texto original:** In such applications, where agents engage with users in interpersonal conversations for, e.g., coaching, comfort or behavior-change interventions, there is an

increased need for understanding agentsâ€™ empathic capabilities.

**Texto plagiado:** In such applications, where agents engage with users in interpersonal conversations for, e.g., coaching, comfort or behavior-change interventions, there is an increased need for understanding agentsâ€™ empathic capabilities.

**Texto original:** In the current state-of-the-art, there are no tools to do that.

**Texto plagiado:** In the current state-of-the-art, there are no tools to do that.

**Texto original:** state-of-the-art

**Texto plagiado:** state-of-the-art

**Texto original:** nteractive software agents,

**Texto plagiado:** nteractive software agents,

**Texto original:** In order to understand empathic capabilities in interactive software agents, we need a precise notion of empathy.

**Texto plagiado:** In order to understand empathic capabilities in interactive software agents, we need a precise notion of empathy.

**Texto original:** formal definition

**Texto plagiado:** formal definition

**Texto original:** The literature discusses a variety of definitions of empathy, but there is no consensus of a formal definition.

**Texto plagiado:** The literature discusses a variety of definitions of empathy, but there is no consensus of a formal definition.

**Texto original:** health and well-being

**Texto plagiado:** health and well-being

**Texto original:** health and well-being

**Texto plagiado:** health and well-being

**Texto original:** Based on a systematic literature review and a qualitative analysis of recent approaches to empathy in interactive agents for health and well-being, a formal definitionâ€™an ontologyâ€™of empathy is developed.

**Texto plagiado:** Based on a systematic literature review and a qualitative analysis of recent approaches to empathy in interactive agents for health and well-being, a formal definitionâ€™an ontologyâ€™of empathy is developed.

**Texto original:** a formal definition

**Texto plagiado:** a formal definition

**Texto original:** health and well-being

**Texto plagiado: health and well-being**

**Texto original: state-of-the-art**

**Texto plagiado: state-of-the-art**

**Texto original: We present the potential of the formal definition in a controlled user-study by applying it as a tool for assessing empathy in two state-of-the-art health and well-being chatbots; Replika and Wysa.**

**Texto plagiado: We present the potential of the formal definition in a controlled user-study by applying it as a tool for assessing empathy in two state-of-the-art health and well-being chatbots; Replika and Wysa.**

**Texto original: health and well-being**

**Texto plagiado: health and well-being**

**Texto original: formal definition**

**Texto plagiado: formal definition**

**Texto original: for assessing empathy in**

**Texto plagiado: for assessing empathy in**

**Texto original:** Our findings suggest that our definition captures necessary conditions for assessing empathy in interactive agents, and how it can uncover and explain trends in changing perceptions of empathy over time.

**Texto plagiado:** Our findings suggest that our definition captures necessary conditions for assessing empathy in interactive agents, and how it can uncover and explain trends in changing perceptions of empathy over time.

**Texto original:** tions of empathy

**Texto plagiado:** tions of empathy

**Texto original:** The definition, implemented in Web Ontology Language (OWL), may serve as an automated tool, enabling systems to recognize empathy in interactions—be it an interactive agent evaluating its own empathic performance or an intelligent system assessing the empathic capability of its interlocutors.

**Texto plagiado:** The definition, implemented in Web Ontology Language (OWL), may serve as an automated tool, enabling systems to recognize empathy in interactions—be it an interactive agent evaluating its own empathic performance or an intelligent system assessing the empathic capability of its interlocutors.

**Texto original:** empathic capabilit

**Texto plagiado:** empathic capabilit