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(54) **CHATBOT SYSTEM, OPTION FORMATION DEVICE, OPTION FORMATION METHOD, AND NON-TRANSITORYCOMPUTER-READABLE MEDIUM**

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(57) **ABSTRACT**

A purpose of the present invention is to provide a chatbot system, an option formation device, an option formation method, and a non-transitory computer-readable medium that are capable of displaying suitable options at the top and making dialogue more efficient. A chatbot system (**100**) includes at least one memory configured to store an instruction, and at least one processor configured to execute the instruction, the processor being further configured to receive data on an inquiry from a user terminal, create options for a response to inquiry contents of the inquiry, sort the options in accordance with an order of priority, and transmit data for displaying the options in the order of priority to the user terminal.