

Persuasion dialogue in online dispute resolution

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ABSTRACT

In this paper we show how dialogue-based theories of argumentation can contribute to the construction of effective systems of dispute resolution. Specifically we consider the role of persuasion in online dispute resolution by showing how persuasion dialogues can be functionally embedded in negotiation dialogues, and how negotiation dialogues can shift to persuasion dialogues. We conclude with some remarks on how persuasion dialogues might be modelled in such a way as to allow them to be implemented in a mechanical or computerized system of dialogue or dialogue management.

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