

**ABSTRACT**

Various embodiments concern a method for predicting an intention of a user of a chatbot system, the method comprising the steps of: receiving or obtaining feature data from a plurality of feature sources; classifying the feature data into a plurality of feature groups; extracting the feature data using a first machine learning layer; and modelling at least one relationship between one group of feature data and another group of feature data in the plurality of feature groups using a second machine learning layer.

FIG. 1