REFERENCE

Barakat, H., Turk, O., & Demiroglu, C. (2024). Deep learning-based expressive speech synthesis: A systematic review of approaches, challenges, and resources. *EURASIP Journal on Audio, Speech, and Music Processing*, *2024*, 11. https://doi.org/10.1186/s13636-024-00329-7

Belda-Medina, J., & Kokošková, V. (2023). Integrating chatbots in education: Insights from the Chatbot-Human Interaction Satisfaction Model (CHISM). *International Journal of Educational Technology in Higher Education*, *20*, 62. https://doi.org/10.1186/s41239-023-00432-3

Caldarini, G., Jaf, S., & McGarry, K. (2022). A literature survey of recent advances in chatbots. *Information*, *13*(1), 41. https://doi.org/10.3390/info13010041

Chang, Y., Wang, X., Wang, J., Wu, Y., Yang, L., Zhu, K., Chen, H., Yi, X., Wang, C., Wang, Y., Ye, W., Zhang, Y., Chang, Y., Yu, P. S., Yang, Q., & Xie, X. (2024). A survey on evaluation of large language models. *ACM Transactions on Intelligent Systems and Technology*, *15*(3), 39. https://doi.org/10.1145/3641289

Følstad, A., & Taylor, C. (2021). Investigating the user experience of customer service chatbot interaction: A framework for qualitative analysis of chatbot dialogues. *Quality and User Experience*, *6*, 6. https://doi.org/10.1007/s41233-021-00046-5

Groq. (2026). *Supported models*. GroqDocs. https://console.groq.com/docs/models

Hsu, C.-L., & Lin, J. C.-C. (2023). Understanding the user satisfaction and loyalty of customer service chatbots. *Journal of Retailing and Consumer Services*, *71*, 103211. https://doi.org/10.1016/j.jretconser.2022.103211

Hwang, G.-J., & Chang, C.-Y. (2023). A review of opportunities and challenges of chatbots in education. *Interactive Learning Environments*, *31*(7), 4099–4112. https://doi.org/10.1080/10494820.2021.1952615

Kumalija, E., & Nakamoto, Y. (2022). Performance evaluation of automatic speech recognition systems on integrated noise-network distorted speech. *Frontiers in Signal Processing*, *2*, 999457. https://doi.org/10.3389/frsip.2022.999457

Mahmood, A., Wang, J., Yao, B., Wang, D., & Huang, C.-M. (2025). User interaction patterns and breakdowns in conversing with LLM-powered voice assistants. *International Journal of Human-Computer Studies*, *195*, 103406. https://doi.org/10.1016/j.ijhcs.2024.103406

Okonkwo, C. W., & Ade-Ibijola, A. (2021). Chatbots applications in education: A systematic review. *Computers and Education: Artificial Intelligence*, *2*, 100033. https://doi.org/10.1016/j.caeai.2021.100033

Roger, V., Farinas, J., & Pinquier, J. (2022). Deep neural networks for automatic speech processing: A survey from large corpora to limited data. *EURASIP Journal on Audio, Speech, and Music Processing*, *2022*, 19. https://doi.org/10.1186/s13636-022-00251-w

Shahzad, M. F., Xu, S., & Javed, I. (2024). ChatGPT awareness, acceptance, and adoption in higher education: The role of trust as a cornerstone. *International Journal of Educational Technology in Higher Education*, *21*, 46. https://doi.org/10.1186/s41239-024-00478-x

Singh, S. U., & Namin, A. S. (2025). A survey on chatbots and large language models: Testing and evaluation techniques. *Natural Language Processing Journal*, *10*, 100128. https://doi.org/10.1016/j.nlp.2025.100128

Tian, W., Ge, J., Zhao, Y., & Zheng, X. (2024). AI chatbots in Chinese higher education: Adoption, perception, and influence among graduate students—An integrated analysis utilizing UTAUT and ECM models. *Frontiers in Psychology*, *15*, 1268549. https://doi.org/10.3389/fpsyg.2024.1268549

Wollny, S., Schneider, J., Di Mitri, D., Weidlich, J., Rittberger, M., & Drachsler, H. (2021). Are we there yet? A systematic literature review on chatbots in education. *Frontiers in Artificial Intelligence*, *4*, 654924. https://doi.org/10.3389/frai.2021.654924