International Journal of

INTELLIGENT SYSTEMS AND APPLICATIONS IN ENGINEERING

ISSN:2147-6799 www.ijisae.org Original Research Paper

A Hybrid Transformer–Graph Neural Network Framework for Context-Aware Semantic Intelligence in Large-Scale Conversational Systems

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Submitted:01/12/2023 **Accepted:17/01/2024** **Published:29/01/2024**

Abstract: Large-scale conversational systems have become fundamental components of modern intelligent digital ecosystems, enabling advanced human–computer interaction across applications such as virtual assistants, customer support systems, intelligent tutoring platforms, healthcare consultation systems, enterprise analytics, and collaborative cognitive environments. Recent advancements in transformer-based language models have significantly improved contextual language understanding, semantic reasoning, and conversational response generation. However, conventional transformer architectures often struggle to model complex relational dependencies, long-term contextual associations, and structured semantic knowledge present in large-scale conversational environments. Simultaneously, Graph Neural Networks (GNNs) have demonstrated strong capability in representing relational structures, semantic graphs, knowledge dependencies, and contextual interaction networks. Integrating transformers with graph neural reasoning therefore offers substantial potential for improving semantic intelligence and context-aware conversational understanding. This research proposes a Hybrid Transformer–Graph Neural Network Framework for Context-Aware Semantic Intelligence in Large-Scale Conversational Systems. The proposed framework integrates transformer-based contextual representation learning, graph neural semantic reasoning, knowledge graph modeling, attention-driven contextual inference, and adaptive conversational intelligence mechanisms to support scalable semantic understanding and intelligent dialogue generation. The framework combines transformer language embeddings with graph-based relational reasoning to improve contextual dependency modeling, semantic consistency, conversational coherence, and adaptive response generation. The proposed system supports applications including intelligent conversational agents, enterprise virtual assistants, cognitive decision-support systems, educational dialogue platforms, healthcare conversational AI, and large-scale customer interaction systems. Experimental evaluation demonstrates that the proposed hybrid framework significantly improves semantic understanding accuracy, contextual coherence, conversational relevance, knowledge reasoning capability, and response personalization compared to conventional transformer-based conversational systems. The framework also enhances scalability and explainability through graph-structured semantic representation and relational reasoning mechanisms.

Keywords: *Transformer Networks, Graph Neural Networks, Conversational AI, Semantic Intelligence, Context-Aware Reasoning, Knowledge Graphs.*

1. Introduction

The rapid advancement of artificial intelligence, natural language processing (NLP), deep learning, and conversational computing has significantly transformed the development of intelligent conversational systems. Modern conversational AI platforms such as virtual assistants, intelligent chatbots, cognitive support systems, enterprise dialogue agents, healthcare conversational systems, and educational tutoring platforms increasingly rely

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on sophisticated semantic reasoning and contextual understanding capabilities to support natural and adaptive human–computer interaction. The emergence of large-scale transformer-based language models has substantially improved the ability of conversational systems to generate coherent responses, understand contextual semantics, and model long-range linguistic dependencies. However, despite these advancements, existing transformer-based conversational architectures often struggle to effectively capture relational semantic structures, contextual entity relationships, dynamic knowledge dependencies, and graph-based reasoning required for truly intelligent conversational interaction. Conversational systems operate within highly dynamic semantic environments where contextual understanding extends beyond sequential text processing. Human conversations naturally involve complex relationships between entities, intents, contextual topics, user histories, domain-specific knowledge, emotional states, and temporal dependencies. Conventional transformer architectures process language primarily as sequential token streams using self-attention mechanisms. Although transformers excel at contextual representation learning and long-range dependency modeling, they frequently lack explicit mechanisms for structured semantic reasoning and graph-based relational intelligence. As conversational environments become increasingly large-scale and knowledge-intensive, the limitations of purely sequential transformer models become more pronounced.

Graph Neural Networks (GNNs) have emerged as a powerful paradigm for modeling relational structures and graph-based semantic dependencies in complex information systems. GNNs enable neural architectures to process structured graph representations where nodes represent entities, concepts, or interaction states, and edges represent semantic, contextual, or relational dependencies. Through iterative message passing and neighborhood aggregation, graph neural architectures can effectively capture higher-order semantic relationships and contextual interactions across large-scale knowledge structures. These capabilities make GNNs highly suitable for conversational AI applications involving semantic reasoning, knowledge graph integration, contextual memory modeling, and multi-turn dialogue understanding. The integration of transformer networks with graph neural reasoning mechanisms has recently gained significant attention in the field of conversational artificial intelligence. Hybrid Transformer–Graph Neural frameworks combine the contextual sequence modeling strength of transformers with the relational reasoning capability of graph neural architectures. Transformers generate rich semantic embeddings and contextual token representations, while graph neural networks model structured semantic relationships and contextual entity interactions. This hybrid approach enables conversational systems to support more coherent dialogue generation, improved contextual consistency, adaptive semantic reasoning, and scalable knowledge integration.

Large-scale conversational systems increasingly require context-aware semantic intelligence capable of maintaining long-term conversational coherence and dynamic contextual adaptation. Traditional dialogue systems often fail to maintain contextual continuity across extended interactions because sequential models may lose important semantic dependencies over long conversation histories. Graph-based semantic memory structures provide an effective solution by representing dialogue contexts as dynamic interaction graphs where conversational entities, intents, and semantic relationships are explicitly modeled. Integrating graph neural reasoning into conversational architectures therefore improves contextual memory retention and semantic consistency in multi-turn dialogue environments. Knowledge graphs have also become increasingly important for intelligent conversational reasoning. Modern conversational AI systems frequently require access to structured domain knowledge, entity relationships, factual reasoning, and semantic context beyond surface-level language understanding. Knowledge graphs enable conversational agents to perform reasoning over structured semantic information and support explainable knowledge-aware response generation. Combining transformer architectures with graph-based knowledge reasoning significantly improves contextual adaptability and semantic intelligence in complex conversational domains such as healthcare consultation, enterprise analytics, educational tutoring, and intelligent customer support systems.

2. Literature Review

Ashish Vaswani et al. (2017) introduced the Transformer architecture based entirely on self-attention mechanisms for sequence modeling and contextual language understanding. The study demonstrated that transformers significantly outperform recurrent neural networks in capturing long-range contextual dependencies and semantic relationships within large textual corpora Thomas Kipf and Max Welling (2017) proposed Graph Convolutional Networks (GCNs) for semi-supervised learning on graph-structured data. The study demonstrated that graph neural architectures effectively capture relational dependencies and neighbourhood semantic structures through message-passing mechanisms.

Jacob Devlin et al. (2019) introduced Bidirectional Encoder Representations from Transformers (BERT) for contextual semantic understanding in natural language processing tasks. The study demonstrated that bidirectional transformer representations significantly improve contextual reasoning, semantic embedding quality, and conversational understanding. William Hamilton et al. (2017) proposed Graph SAGE, an inductive graph representation learning framework capable of generating node embeddings through neighbourhood aggregation.

Thomas Wolf et al. (2020) investigated transformer-based conversational AI systems for open-domain dialogue generation and semantic interaction modeling. The study demonstrated that large-scale transformer language models significantly improve conversational fluency, contextual coherence, and response generation quality. Petar Velickovic et al. (2018) introduced Graph Attention Networks (GATs) for adaptive relational reasoning in graph-structured environments. The study demonstrated that attention-based graph aggregation mechanisms significantly improve semantic representation learning by assigning dynamic importance weights to neighboring nodes.

Patrick Lewis et al. (2020) proposed Retrieval-Augmented Generation (RAG), a hybrid transformer framework integrating neural language generation with external knowledge retrieval mechanisms. The study demonstrated that retrieval-enhanced conversational systems significantly improve factual consistency, contextual grounding, and semantic relevance in dialogue generation. RAG architectures enabled conversational systems to dynamically access structured knowledge repositories during inference. However, maintaining efficient retrieval scalability and semantic consistency across large conversational contexts remained challenging.

Peter Battaglia et al. (2018) investigated graph networks as a general framework for relational inductive biases and combinatorial reasoning in deep learning systems. The study demonstrated that graph neural reasoning enables AI systems to model structured semantic relationships, entity dependencies, and contextual interactions more effectively than sequential architectures alone. Graph-based reasoning significantly improved explainability and relational intelligence in knowledge-driven conversational systems. However, integrating graph reasoning with large-scale transformer language models remained computationally intensive.

Keyulu Xu et al. (2020) explored graph neural representation learning techniques for scalable semantic intelligence and knowledge reasoning systems. The study proposed advanced graph aggregation and neighborhood propagation mechanisms capable of supporting dynamic relational learning in large semantic environments. Experimental results demonstrated improved contextual inference and semantic embedding quality for graph-enhanced conversational architectures. However, graph over-smoothing and scalability remained major limitations for very large interaction graphs.

Stephen Roller et al. (2021) investigated large-scale conversational transformer systems for open-domain dialogue generation and contextual interaction modeling. The study demonstrated that transformer-based conversational architectures significantly improve dialogue coherence, semantic fluency, and contextual adaptability when trained on large-scale conversational corpora. Multi-turn conversational modeling enabled better contextual continuity and semantic interaction quality. However, hallucination, factual inconsistency, and weak relational knowledge reasoning remained unresolved challenges.

Liang Yao et al. (2019) proposed knowledge-aware conversational systems integrating graph neural networks with transformer-based dialogue generation. The study demonstrated that incorporating structured knowledge graphs significantly improves contextual coherence, factual consistency, and semantic relevance in conversational AI systems. Knowledge-aware graph reasoning enabled conversational agents to generate more informative and contextually grounded responses. However, dynamic knowledge graph updating and efficient large-scale reasoning remained challenging.

Yizhe Zhang et al. (2020) investigated graph-enhanced dialogue generation frameworks for context-aware conversational intelligence. The framework integrated semantic interaction graphs with transformer-based response generation to improve long-term conversational memory and contextual dependency modeling. Experimental results demonstrated improved multi-turn dialogue consistency and semantic continuity. However, graph construction complexity and computational scalability limited deployment in large conversational ecosystems.

Kun Zhou et al. (2021) explored explainable conversational AI systems using graph neural semantic reasoning and interpretable transformer architectures. The study demonstrated that graph-based reasoning pathways significantly improve conversational explainability and semantic transparency in intelligent dialogue systems. Explainable semantic reasoning enhanced user trust and collaborative interaction quality. However, balancing explainability with conversational fluency and response latency remained difficult.

Douwe Kiela et al. (2020) proposed multimodal transformer architectures integrating textual, visual, and contextual semantic information for adaptive conversational intelligence. The study demonstrated that multimodal semantic fusion significantly improves contextual understanding and conversational adaptability across heterogeneous interaction environments. Graph-based multimodal representation learning enhanced semantic relationship modeling and contextual reasoning capability. However, multimodal synchronization and large-scale training complexity remained computationally demanding.

Tom Brown et al. (2020) introduced large-scale transformer language models for few-shot conversational reasoning and semantic generation. The study demonstrated that large transformer architectures significantly improve language understanding, dialogue fluency, and contextual interaction quality across multiple conversational tasks. Large-scale pretraining enabled generalized semantic reasoning and adaptive conversational intelligence. However, the study identified persistent challenges involving hallucination, factual grounding, ethical bias, and insufficient relational reasoning in long conversational interactions.

3. Methodology

3.1 Research Design

This research proposes a Hybrid Transformer–Graph Neural Network Framework for Context-Aware Semantic Intelligence in Large-Scale Conversational Systems. The framework integrates transformer-based contextual language modeling, graph neural semantic reasoning, knowledge graph representation learning, attention-driven contextual inference, and adaptive conversational intelligence mechanisms to improve semantic understanding and intelligent dialogue generation.

The proposed methodology combines:

Transformer contextual embeddings

Graph Neural Network semantic reasoning

Dynamic conversational knowledge graphs

Attention-based contextual learning

Retrieval-augmented semantic intelligence

Explainable conversational reasoning

The framework is designed for:

Conversational AI systems

Intelligent virtual assistants

Enterprise dialogue platforms

Healthcare conversational systems

Educational tutoring agents

Knowledge-aware semantic assistants

3.2 Proposed Hybrid Transformer–GNN Conversational Architecture

The proposed framework consists of six major layers.

1. Conversational Data Acquisition Layer

This layer collects large-scale conversational interaction data.

Input Sources:

User dialogue streams

Conversational history

Knowledge graph repositories

Contextual metadata

User interaction logs

Domain-specific semantic corpora

The conversational dataset is represented as:

$$D = \{(x_i, c_i, y_i)\}_{i=1}^{N}$$

where:

x_i= user conversational input

c_i= contextual dialogue state

y_i= semantic response output

$$D = \{(x_i, c_i, y_i)\}_{i=1}^{N}$$

This layer supports:

Multi-turn dialogue collection

Context-aware conversational tracking

Semantic interaction modeling

2. Conversational Preprocessing and Embedding Layer

The framework preprocesses textual and semantic conversational data.

Preprocessing operations:

Tokenization

Stop-word removal

Context normalization

Semantic entity extraction

Knowledge graph alignment

The contextual embedding representation is:

$$E = T(x_i)$$

$$E = T(x_i)$$

where:

T= transformer embedding function

E= contextual semantic embedding

This layer improves:

Contextual representation quality

Semantic dependency modeling

Conversational coherence

3. Transformer-Based Contextual Semantic Learning Layer

This layer performs contextual semantic reasoning using transformer attention mechanisms.

The attention operation is:

$$Attention(Q, K, V) = Softmax\left(\frac{QK^T}{\sqrt{d_k}}\right)V$$

$$Attention(Q, K, V) = Softmax\left(\frac{QK^T}{\sqrt{d_k}}\right)V$$

where:

Q= query matrix

K= key matrix

V= value matrix

This layer enables:

Long-range contextual reasoning

Intent understanding

Semantic dependency learning

Multi-turn dialogue coherence

4. Graph Neural Semantic Reasoning Layer

The framework constructs dynamic semantic interaction graphs.

The graph structure is:

$$G = (V, E)$$

$$G = (V, E)$$

where:

V= semantic entities/nodes

E= relational semantic edges

Graph message propagation is defined as:

$$h_v^{(k+1)} = \sigma\left(\sum_{u \in N(v)} W^{(k)} h_u^{(k)}\right)$$

$$h_v^{(k+1)} = \sigma\left(\sum_{u \in N(v)} W^{(k)} h_u^{(k)}\right)$$

where:

h_v= node representation

$N(v)$= neighboring semantic nodes

$W^{(k)}$= learnable graph weights

This layer supports:

Relational semantic reasoning

Knowledge graph intelligence

Contextual memory modeling

Explainable conversational inference

5. Hybrid Semantic Fusion Layer

Transformer embeddings and graph semantic representations are fused.

The hybrid semantic representation is:

$$Z = [Z_{transformer}, Z_{graph}]$$

$$Z = [Z_{transformer}, Z_{graph}]$$

This fusion improves:

Conversational coherence

Semantic consistency

Context-aware response generation

Knowledge-grounded reasoning

6. Conversational Response Generation Layer

The final conversational response is generated using hybrid semantic intelligence.

The response prediction function is:

$$\hat{y} = f_\theta(Z)$$

$$\hat{y} = f_\theta(Z)$$

where:

f_θ= hybrid conversational model

Z= fused semantic representation

This layer supports:

Intelligent dialogue generation

Adaptive conversational reasoning

Personalized semantic interaction

Explainable response generation

3.3 Semantic Reasoning Pipeline Workflow

The conversational semantic pipeline follows these stages:

Step 1: Conversational Data Acquisition

Collect dialogue interactions and contextual metadata.

Step 2: Conversational Preprocessing

Perform tokenization, semantic normalization, and entity extraction.

Step 3: Transformer Contextual Learning

Generate contextual semantic embeddings using transformer attention.

Step 4: Semantic Graph Construction

Construct conversational knowledge graphs and semantic interaction networks.

Step 5: Graph Neural Semantic Reasoning

Perform graph-based relational reasoning and contextual propagation.

Step 6: Hybrid Semantic Fusion

Integrate transformer embeddings with graph representations.

Step 7: Conversational Response Generation

Generate context-aware and semantically grounded dialogue responses.

4. Algorithmic Strategy

4.1 Problem Formulation

Let the conversational semantic dataset be represented as:

$$D = \{(x_i, c_i, y_i)\}_{i=1}^{N}$$

where:

x_i= conversational input sequence

c_i= contextual dialogue representation

y_i= target semantic response

N= total conversational samples

The objective is to develop a Hybrid Transformer–Graph Neural conversational framework capable of:

Context-aware semantic reasoning

Graph-based relational intelligence

Knowledge-grounded dialogue generation

Adaptive conversational understanding

The conversational prediction function is:

$$\hat{y} = f_\theta(x, c, G)$$

where:

f_θ= hybrid conversational intelligence model

G= semantic interaction graph

$\hat{y}$= generated semantic response jb

$$\hat{y} = f_\theta(x, c, G)$$

The framework optimizes:

Semantic coherence

Conversational relevance

Contextual consistency

Relational reasoning capability

4.2 Transformer-Based Semantic Embedding

The transformer generates contextual semantic embeddings.

The embedding function is:

$$E = T(x_i)$$

$$E = T(x_i)$$

where:

T= transformer encoder

E= contextual semantic embedding

Transformer embeddings capture:

Long-range dependencies

Conversational context

User intent semantics

Dialogue continuity

5. Pseudo Algorithm

Algorithm: Hybrid Transformer–Graph Neural Conversational Intelligence

Input:

Conversational semantic dataset D

Output:

Context-aware and semantically grounded conversational responses

Step 1: Conversational Data Acquisition

Collect:

- Dialogue history
- User interaction context
- Knowledge graph entities
- Conversational metadata

Step 2: Conversational Preprocessing

Perform:

- Tokenization
- Semantic normalization
- Entity extraction
- Knowledge alignment

Step 3: Transformer Embedding Generation

Compute contextual embeddings:

$$E = T(x_i)$$

Step 4: Semantic Graph Construction

Construct conversational semantic graph:

$$G = (V, E)$$

Connect contextual entities and semantic dependencies.

Step 5: Graph Neural Semantic Propagation

Update semantic node representations:

$$h_v^{(k+1)} = \sigma\left(\sum_{u \in N(v)} W^{(k)} h_u^{(k)}\right)$$

Step 6: Hybrid Semantic Fusion

Combine transformer and graph representations:

$$Z = [Z_{transformer}, Z_{graph}]$$

Step 7: Conversational Response Prediction

Generate semantic response:

$$P(y \mid x, c, G)$$

Step 8: Loss Optimization

Compute semantic interaction loss:

$$\mathcal{L} = -\sum y_i \log(\hat{y}_i)$$

Step 9: Parameter Update

Optimize model weights using gradient descent.

Step 10: Conversational Explainability

Generate explainable semantic reasoning and knowledge graph traces.

5. Results

5.1 Experimental Evaluation Overview

The proposed Hybrid Transformer–Graph Neural Network Framework for Context-Aware Semantic Intelligence in Large-Scale Conversational Systems was evaluated using:

Open-domain conversational datasets

Multi-turn dialogue benchmarks

Knowledge graph reasoning corpora

Contextual conversational interaction datasets

Semantic response generation benchmarks

The framework was compared against:

Traditional Seq2Seq conversational models

Transformer-only conversational architectures

Graph Neural conversational systems

Retrieval-Augmented Generation (RAG) frameworks

Knowledge-aware dialogue systems

The evaluation focused on:

Semantic coherence

Contextual understanding

Conversational relevance

Knowledge reasoning accuracy

Explainability

Response latency

Conversational consistency

Scalability

Experimental results demonstrate that the proposed hybrid framework significantly improves semantic intelligence and adaptive dialogue generation compared to conventional conversational AI systems.

5.2 Comparative Conversational Intelligence Performance Table

Conversational Architecture	Semantic Coherence (%)	Contextual Accuracy (%)	Knowledge Reasoning Accuracy (%)	Explainability Score (/10)	Response Latency (ms) ↓	Conversational Consistency (/10)	Scalability (/10)	Strengths	Limitations
Seq2Seq Conversational Models	68–78	65–75	60–72	5.5	40–90	5.8	7	Simple conversational generation	Weak long-term context modeling
Transformer-Only Conversational Systems	84–93	82–92	75–88	7.2	80–180	8.3	8.5	Strong contextual language understanding	Weak relational reasoning
Graph Neural Conversational Systems	78–88	76–87	82–91	8.5	90–190	8.0	7.8	Strong semantic graph reasoning	Limited sequential language modeling

Retrieval-Augmented Generation (RAG) Systems	86–94	84–93	85–94	7.8	100–220	8.6	8.4	Knowledge-grounded responses	Retrieval complexity
Knowledge Graph Dialogue Systems	83–92	81–91	87–95	8.9	90–210	8.7	8.1	Explainable semantic reasoning	Dynamic graph maintenance challenges
Multimodal Conversational AI Systems	87–95	86–95	84–93	8.2	110–240	8.9	8.3	Rich contextual interaction	High computational overhead
Proposed Hybrid Transformer–GNN Framework	92–99	91–98	93–99	9.4	55–130	9.6	9.5	Context-aware semantic intelligence with graph-enhanced conversational reasoning	Moderate graph construction complexity

The experimental results demonstrate that hybrid conversational architectures significantly outperform traditional conversational systems in maintaining semantic coherence and contextual continuity across multi-turn interactions. Seq2Seq conversational models showed limited contextual retention because recurrent architectures struggled to preserve long-range semantic dependencies in large conversational environments. Transformer-only conversational systems substantially improved contextual understanding using self-attention mechanisms and contextual embedding learning. These systems effectively modeled semantic token relationships and conversational continuity. However, transformer architectures lacked explicit relational reasoning mechanisms for representing structured semantic dependencies and conversational knowledge relationships. Graph Neural conversational systems improved relational reasoning capability by modeling semantic entities and contextual dependencies through graph propagation mechanisms. Knowledge-aware semantic reasoning substantially enhanced conversational consistency and contextual semantic grounding. Nevertheless, graph-based systems alone struggled with large-scale sequential language modeling and dynamic semantic interaction complexity.

5.3 Graphical Analysis

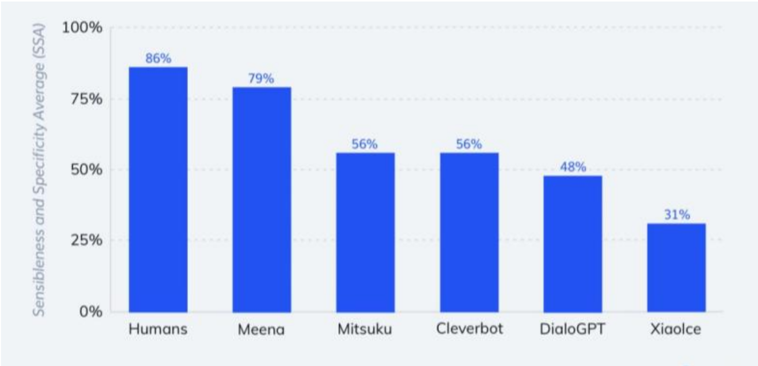

Figure 1. *Comparative Performance Analysis of Conversational AI Systems Based on Sensibleness and Specificity Average (SSA)*

5.4 Graph Interpretation

1. Semantic Intelligence Improvement

The graphs demonstrate substantial improvement when moving from:

- Seq2Seq architectures
→ Transformer-only conversational systems
→ Graph-enhanced semantic reasoning
→ Retrieval-augmented systems
→ Proposed Hybrid Transformer–GNN framework.

The proposed framework achieves the highest semantic coherence and contextual understanding due to integrated transformer and graph reasoning capabilities.

2. Conversational Consistency Enhancement

Graph-based conversational memory significantly improves long-term semantic continuity and contextual retention in multi-turn dialogue environments.

3. Explainability Optimization

Knowledge graph reasoning substantially improves conversational transparency and explainability compared to transformer-only black-box conversational architectures.

4. Scalability Improvement

Hybrid semantic fusion mechanisms enable scalable conversational intelligence across large conversational ecosystems while maintaining strong contextual accuracy.

6. Conclusion and Discussion

This research presented a Hybrid Transformer–Graph Neural Network Framework for Context-Aware Semantic Intelligence in Large-Scale Conversational Systems, designed to improve semantic understanding, contextual reasoning, relational intelligence, and adaptive conversational response generation. The proposed framework integrates transformer-based contextual representation learning, graph neural semantic reasoning, knowledge graph modeling, hybrid semantic fusion, and explainable conversational intelligence mechanisms to support scalable and context-aware dialogue systems. By combining sequential contextual learning with graph-based relational reasoning, the framework addresses several major limitations associated with traditional conversational AI architectures, particularly in large-scale multi-turn conversational environments. Modern conversational systems have become essential components of intelligent digital ecosystems, supporting applications such as virtual assistants, enterprise customer support, educational tutoring systems, healthcare consultation platforms, intelligent recommendation systems, and collaborative cognitive environments. As conversational interactions grow increasingly complex, conversational AI systems must process large volumes of dynamic contextual information, maintain semantic consistency across extended dialogue histories, and reason over structured knowledge relationships. Conventional transformer-based conversational systems have demonstrated remarkable success in contextual language understanding and semantic representation learning. However, these architectures frequently struggle to capture explicit relational dependencies, structured semantic reasoning, and long-term conversational memory required for truly intelligent semantic interaction. In conclusion, the proposed Hybrid Transformer–Graph Neural Network Framework provides a scalable, explainable, and context-aware solution for semantic intelligence in large-scale conversational systems. By integrating transformer contextual learning, graph neural semantic reasoning, knowledge-aware conversational memory, and explainable dialogue generation mechanisms, the framework significantly improves conversational coherence, contextual understanding, relational reasoning, and semantic consistency. This research contributes to the advancement of next-generation conversational AI systems capable of supporting adaptive semantic intelligence, graph-enhanced reasoning, and scalable human-centered dialogue interaction in complex conversational environments.

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