SYSTEMS AND METHODS FOR TRANSFERRING MESSAGING TO AUTOMATION

CROSS-REFERENCE TO RELATED APPLICATIONS

[0001] This application claims the benefit of U.S. Provisional Patent Application No. 62/883,994, filed August 7, 2019, which is hereby incorporated by reference in its entirety.

FIELD

[0002] The present disclosure relates generally to facilitating routing of communications. More specifically, techniques are provided to dynamically transfer messaging between a network device and a terminal device to a bot and to track performance of the bot during automation.

SUMMARY

[0002a] According to a first aspect of the present disclosure, there is provided a computer-implemented method including: receiving a request for a conversation; determining an intent for the conversation, wherein the intent is determined from the request; identifying one or more types of bots based on the intent, wherein a type of bot has a corresponding confidence score based on the intent, and wherein the confidence score indicates a likelihood that the intent is resolvable using a particular type of bot; using the one or more confidence scores corresponding to the one or more types of bots to dynamically provide one or more options to transfer the conversation to a type of bot from a terminal device operated by an agent, wherein when the one or more options to transfer the conversation are received at a terminal device, selecting an option causes a conversation with a selected type of bot to be facilitated, and wherein the conversation with the selected type of bot is monitored at the terminal device by the agent; receiving feedback on the conversation; and applying the feedback to a model that is used to determine a future intent and future confidence scores for the one or more types of bots associated with routing one or more future requests.

[0002b] According to a second aspect of the present disclosure, there is provided a computer-program product tangibly embodied in a non-transitory machine-readable storage medium, including instructions that, when executed by one or more processors, cause the one or more

processors to perform operations including: receiving a request for a conversation; determining an intent for the conversation, wherein the intent is determined from the request; identifying one or more types of bots based on the intent, wherein a type of bot has a corresponding confidence score based on the intent, and wherein the confidence score indicates a likelihood that the intent is resolvable using a particular type of bot; using the one or more confidence scores corresponding to the one or more types of bots to dynamically provide one or more options to transfer the conversation to a type of bot from a terminal device operated by an agent, wherein when the one or more options to transfer the conversation are received at a terminal device, selecting an option causes a conversation with a selected type of bot to be facilitated, and wherein the conversation with the selected type of bot is monitored at the terminal device by the agent; receiving feedback on the conversation; and applying the feedback to a model that is used to determine a future intent and future confidence scores for the one or more types of bots associated with routing one or more future requests.

[0002c] According to a third aspect of the present disclosure, there is provided a system including: one or more processors; and one or more non-transitory machine-readable storage media containing instructions that, when executed on the one or more processors, cause the one or more processors to perform operations including: receiving a request for a conversation; determining an intent for the conversation, wherein the intent is determined from the request; identifying one or more types of bots based on the intent, wherein a type of bot has a corresponding confidence score based on the intent, and wherein the confidence score indicates a likelihood that the intent is resolvable using a particular type of bot; using the one or more confidence scores corresponding to the one or more types of bots to dynamically provide one or more options to transfer the conversation to a type of bot from a terminal device operated by an agent, wherein when the one or more options to transfer the conversation are received at a terminal device, selecting an option causes a conversation with a selected type of bot to be facilitated, and wherein the conversation with the selected type of bot is monitored at the terminal device by the agent; receiving feedback on the conversation; and applying the feedback to a model that is used to determine a future intent and future confidence scores for the one or more types of bots associated with routing one or more future requests.

[0003] The term embodiment and like terms are intended to refer broadly to all of the subject matter of this disclosure and the claims below. Statements containing these terms should be understood not to limit the subject matter described herein or to limit the meaning or scope of the claims below. Embodiments of the present disclosure covered herein are defined by the claims below, not this summary. This summary is a high-level overview of various aspects of the disclosure and introduces some of the concepts that are further described in the Detailed Description section below. This summary is not intended to identify key or essential features of the claimed subject matter, nor is it intended to be used in isolation to determine the scope of the claimed subject matter. The subject matter should be understood by reference to appropriate portions of the entire specification of this disclosure, any or all drawings and each claim.

[0004] Certain embodiments of the present disclosure include a computer-implemented method. The method may include receiving a request for a conversation. The method may further include determining an intent for the conversation. The intent may be determined from the request. The method may further include, based on the intent, automatically providing an option to transfer the conversation to a bot. When the option is selected, the conversation with the bot may be facilitated. The method may further include receiving feedback on the conversation. The method may further include applying the feedback to a model that is used to determine a future intent associated with one or more future requests.