DYNAMIC ENDPOINT COMMUNICATION CHANNELS

CROSS-REFERENCE TO RELATED APPLICATIONS

[0001] This application claims the benefit of U.S. Provisional Application No. 62/745,552, filed October 15, 2018, which is hereby incorporated by reference in its entirety for all purposes.

FIELD

[0002] The present disclosure relates generally to communication processing using artificial-intelligence (AI). More specifically, techniques are provided to deploy an AI platform to select and manage endpoints in a communication channel, which enables customers to engage with endpoints best suited to answer natural language queries.

SUMMARY

[0002a] According to an aspect of the present disclosure, there is provided a non-transitory computer-readable medium including instructions stored thereon, the instructions effective to cause a connection management system to: receive, from a user device, a natural language communication; interpret, an intent of the natural language communication; automatically determine, based on the intent, a social network member endpoint to receive the natural language communication, the social network member endpoint being selected from a collection of endpoints including at least one agent and at least one social network member; and facilitate a first conversation between the user device and the social network member endpoint to handle the intent of the natural language communication; and send the natural language communication to the social network member endpoint.

BRIEF DESCRIPTION OF THE DRAWINGS

[0003] The present disclosure is described in conjunction with the appended Figures:

[0004] Figure 1 shows an example embodiment of a network interaction system in accordance with some aspects of the present technology;

[0005] Figure 2 shows an example embodiment of a network interaction system in accordance with some aspects of the present technology;

[0006] Figures 3A, 3B, and 3C show example embodiments of a network interaction system that includes a connection management system in accordance with some aspects of the present technology;

[0007] Figure 4 shows a representation of a protocol-stack mapping of connection components' operation in accordance with some aspects of the present technology;

[0008] Figure 5 represents a multi-device communication exchange system embodiment in accordance with some aspects of the present technology;

[0009] Figure 6 shows an example embodiment of a connection management system in accordance with some aspects of the present technology; and