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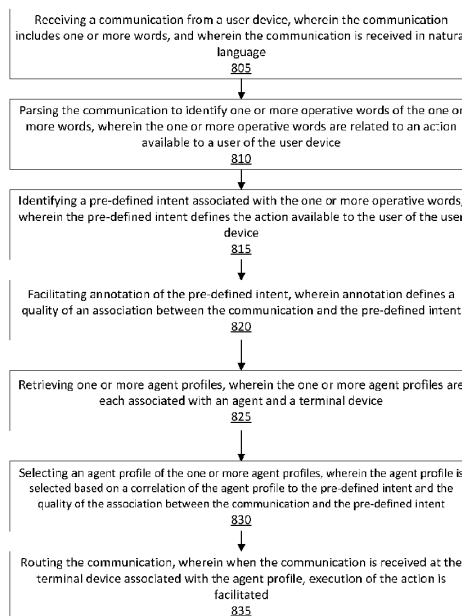
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(54) Title: INTENT-DRIVEN CONTACT CENTER

FIG. 8



(57) Abstract: The present disclosure relates generally to providing an intent-driven contact center. The contact center according to some embodiments analyzes intents to determine to which device or agent to route a communication. The analyzed intent information can also be used to formulate reports and analyze the accuracy of the identified intents with respect to the received communication.

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