CLAIMS

1. A virtual agent system including one or more processors and one or more memories configured to perform operations comprising:

loading at least one model related to one or more processes of an organization, wherein the at least one model is based on structure information and one or more of procedures and protocols related to the organization, wherein the structure information is included in a set of structure definitions, and wherein the structure definitions comprise a user responsibility in the organization; and

receiving and analyzing a process request, related to the ~~at least~~ one or more processes of the organization, from a user of the organization, ~~and~~ to implement the at least one model to execute the ~~at least~~ one or more processes in response to the process request if the user of the organization has process rights in the user responsibility in the organization to execute the process request.

2. The virtual agent system of claim 1, wherein receiving and analyzing the process request is in the form of at least one of speech, text, haptic, gesture, and graphic.

3. The virtual agent system of claim 1, wherein the process request is in the form of natural language speech.

4. The virtual agent system of claim 1, wherein the ~~structure information is included in a~~ set of structure definitions ~~that~~ refers to a structure definitions library.

5. The virtual agent system of claim 4, wherein the structure definitions library further comprises at least one of a user role in the organization, ~~a user responsibility in the organization,~~ roles definitions, organization chart, access rights, and an instance state context.

6. The virtual agent system of claim 1, wherein the one or more of procedures and protocols is included in a set of behavior definitions that refer to a behavior definitions library.

7. The virtual agent system of claim 6, wherein the behavior definitions library comprises a plurality of atomic dialog definitions, wherein each atomic dialog definition of the plurality of atomic dialog definitions corresponds to at least one codec element.

8. The virtual agent system of claim 7, wherein the at least one codec element encapsulates one of audio enhancement, automatic speech recognition (ASR), natural language understanding (NLU), natural language generation (NLG), text-to-speech (TTS), and dialog manager (DM).

9. The virtual agent system of claim 7, wherein the plurality of atomic dialog definitions are parameterizable.

10. The virtual agent system of claim 6, wherein the behavior definitions library comprises sub-processes related to the one or more processes of the organization.

11. The virtual agent system of claim 1, wherein the loading of the at least one model and the receiving and analyzing of the process request are implemented in a user device.

12. The virtual agent system of claim 1 wherein the operations further comprise:

storing process data related to the organization in a database; and

using a security interface to limit access to the process data based on a profile of a user of a user device.

13. The virtual agent system of claim 12, wherein the security interface is further configured to at least one of access rights, process rights, distribute rights, communicate rights, and execute rights.

14. A computer program product residing on a computer readable storage medium having a plurality of instructions stored thereon which, when executed across one or more processors, causes at least a portion of the one or more processors to perform operations comprising:

loading at least one model related to one or more processes of an organization, wherein the at least one model is based on structure information and one or more of procedures and protocols related to the organization, wherein the structure

information is included in a set of structure definitions, and wherein the structure definitions comprise a user responsibility in the organization; and

receiving and analyzing a process request, related to the ~~at least~~ one or more processes of the organization, from a user of the organization, ~~and~~ to implement the at least one model to execute the ~~at least~~ one or more processes in response to the process request if the user of the organization has process rights in the user responsibility in the organization to execute the process request.

15. The computer program product of claim 14 wherein the analyzing the process request is based on a plurality of predefined atomic dialog definitions.

16. The computer program product of claim 15 wherein the plurality of predefined atomic dialog definitions are parameterizable.

17. The computer program product of claim 15 wherein each atomic dialog definition of the plurality of atomic dialog definitions corresponds to at least one codec element encapsulating one of audio enhancement, automatic speech recognition (ASR), natural language understanding (NLU), natural language generation (NLG), text-to-speech (TTS), and dialog manager (DM).

18. A computer-implemented method for an organization, comprising:

loading at least one model related to one or more processes of an organization, wherein the at least one model is based on structure information and one or more of procedures and protocols related to the organization, wherein the structure information is included in a set of structure definitions, and wherein the structure definitions comprise a user responsibility in the organization;

receiving and analyzing a process request, related to the ~~at least~~ one or more processes of the organization, from a user of the organization; and

implementing the at least one model to execute the ~~at least~~ one or more processes in response to the process request if the user of the organization has process rights in the user responsibility in the organization to execute the process request.

19. The computer-implemented method of claim 18 further comprising analyzing the process request based on a plurality of predefined atomic dialog definitions, wherein the plurality of atomic dialog definitions are parameterizable.

20. The computer-implemented method of claim 19, wherein each atomic dialog definition of the plurality of predefined atomic dialog definitions corresponds to at least one codec element encapsulating one of audio enhancement, automatic speech recognition (ASR), natural language understanding (NLU), natural language generation (NLG), text-to-speech (TTS), and dialog manager (DM).