CLAIMS

1. A computer-implemented method comprising:

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.

2. The computer-implemented method of claim 1, further comprising:

displaying the conversation with the selected type of bot at the terminal device.

3. The computer-implemented method of claim 1, further comprising:

calculating a sentiment score of user's satisfaction with the conversation based on the conversation with the selected type of bot.

4. The computer-implemented method of claim 3, further comprising:

determining that the sentiment score is below a threshold; and

transferring the conversation to the terminal device.

5. The computer-implemented method of claim 1, wherein the request is in a natural language.

6. The computer-implemented method of claim 1, wherein when the option is selected, the model that is used to determine the future intent and the future confidence scores for the one or more types of bots associated with routing the one or more future requests is updated to provide the option when the future intent is determined.

7. The computer-implemented method of claim 1, wherein the feedback is received from the terminal device and a network device from which the request for the conversation was received.

8. 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.

9. The computer-program product of claim 8, wherein the operations further include:

displaying the conversation with the selected type of bot at the terminal device.

10. The computer-program product of claim 8, wherein the operations further include:

calculating a sentiment score of user's satisfaction with the conversation based on the conversation with the selected type of bot.

11. The computer-program product of claim 10, wherein the operations further include:

determining that the sentiment score is below a threshold; and

transferring the conversation to the terminal device.

12. The computer-program product of claim 8, wherein the request is in natural language.

13. The computer-program product of claim 8, wherein when the option is selected, the model that is used to determine the future intent and the future confidence scores for the one or more types of bots associated with routing the one or more future requests is updated to provide the option when the future intent is determined.

14. A system comprising:

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.

15. The system of claim 14, wherein the operations further include:

displaying the conversation with the selected type of bot at the terminal device.

16. The system of claim 14, wherein the operations further include:

calculating a sentiment score of user's satisfaction with the conversation based on the conversation with the selected type of bot.

17. The system of claim 16, wherein the operations further include:

determining that the sentiment score is below a threshold; and

transferring the conversation to the terminal device.

18. The system of claim 14, wherein the request is in natural language.

19. The system of claim 14, wherein when the option is selected, the model that is used to determine the future intent and the future confidence scores for the one or more types of

bots associated with routing the one or more future requests is updated to provide the option when the future intent is determined.

20. The system of claim 14, wherein the feedback is received from the terminal device and a network device from which the request for the conversation was received.