What Is Claimed Is:

1. A unified messaging system comprising:

a non-transitory memory storing instructions; and

one or more hardware processors coupled to the non-transitory memory and configured to read the instructions to cause the unified messaging system to perform operations comprising:

determining that a communication exchange has arrived at the unified messaging system;

determining the communication exchange is related to a communication request received by the unified messaging system;

identifying a messaging platform through which the communication exchange was sent, wherein the messaging platform is one of a plurality of messaging platforms associated with the unified messaging system including an email platform, a text messaging platform, a bot chat platform, and a social media platform, and wherein each messaging platform of the plurality of messaging platforms has a corresponding sidechain;

identifying a sidechain corresponding to the identified messaging platform;

generating a cryptographic block associated with the communication exchange;

adding the cryptographic block to the identified sidechain, wherein the identified sidechain is associated with a main blockchain corresponding to the communication request;

detecting that a user that sent the communication exchange has transitioned from the identified messaging platform to a different messaging platform than the identified messaging platform; and

causing a message responsive to the communication exchange to be forwarded to the user via the different messaging platform, wherein the message is stored in a different sidechain corresponding to the different messaging platform.

2. The unified messaging system of claim 1, wherein the operations further comprise:

routing the communication exchange to a response agent based in part on a content of the communication exchange.

3. The unified messaging system of claim 1, wherein the operations further comprise:
evaluating the communication exchange for policy violations;
determining there is a policy violation in the communication exchange; and
removing the cryptographic block.

4. The unified messaging system of claim 1, further comprising a mid-tier zone.

5. The unified messaging system of claim 4, wherein the routing occurs on the mid-tier zone.

6. The unified messaging system of claim 4, wherein the operations further comprise queuing the communication exchange to a response agent using the mid-tier zone based in part on a content of the communication exchange.

7. The unified messaging system of claim 1, wherein the operations further comprise determining a next available platform to forward the message to the user.

8. The unified messaging system of claim 7, wherein the next available platform is the different messaging platform.

9. A method comprising:

determining that a communication exchange has arrived at a unified messaging system;

determining the communication exchange is related to a communication request received by the unified messaging system;

identifying a messaging platform through which the communication exchange was sent, wherein the messaging platform is one of a plurality of messaging platforms associated with the unified messaging system including an email platform, a text messaging platform, a bot chat platform, and a social media platform, and wherein each messaging platform of the plurality of messaging platforms has a corresponding sidechain;

identifying a sidechain corresponding to the identified messaging platform;

generating a cryptographic block associated with the communication exchange;

adding the cryptographic block to the identified sidechain, wherein the identified sidechain is associated with a main blockchain corresponding to the communication request;

detecting that a user that sent the communication exchange has transitioned from the identified messaging platform to a different messaging platform than the identified messaging platform; and

causing a message responsive to the communication exchange to be forwarded to the user via the different messaging platform; wherein the message is stored in a different sidechain corresponding the different messaging platform.

10. The method of claim 9, further comprising:
routing the communication exchange to a response agent based in part on content of the communication exchange.

11. The method of claim 9, further comprising:
evaluating the communication exchange for policy violations; and
removing the cryptographic block if a violation is encountered.

12. The method of claim 10, wherein the routing occurs on a mid-tier zone of the unified messaging system.

13. The method of claim 12, wherein the mid-tier zone queues the communication exchange to the response agent.

14. The method of claim 9, wherein the messaging platform is the bot chat platform, and wherein the different messaging platform is the email platform.

15. A non-transitory machine readable medium having stored thereon machine readable instructions executable to cause a machine to perform operations comprising:

determining that a communication exchange has arrived at a unified messaging system;

determining the communication exchange is related to a communication request received by the unified messaging system;

identifying a messaging platform through which the communication exchange was sent, wherein the messaging platform is one of a plurality of messaging platforms associated with the unified messaging system including an email platform, a text messaging platform, a bot chat platform, and a social media platform, and wherein each messaging platform of the plurality of messaging platforms has a corresponding sidechain;

identifying a sidechain corresponding to the identified messaging platform;

generating a cryptographic block associated with the communication exchange;

adding the cryptographic block to the identified sidechain, wherein the identified sidechain is associated with a main blockchain corresponding to the communication request;

detecting that a user that sent the communication exchange has transitioned from the identified messaging platform to a different messaging platform than the identified messaging platform; and

causing a message responsive to the communication exchange to be forwarded to the user via the different messaging platform, wherein the message is stored in a different sidechain corresponding to the different messaging platform.

16. The non-transitory machine readable medium of claim 15, further comprising:

routing the communication exchange to a response agent based in part on content of the communication exchange.

17. The non-transitory machine readable medium of claim 15, further comprising:

evaluating the communication exchange for policy violations; and

removing the cryptographic block if a violation is encountered.

18. The non-transitory machine readable medium of claim 15, wherein the routing occurs on a mid-tier zone of the unified messaging system.

19. The non-transitory machine readable medium of claim 18, wherein the mid-tier zone queues the communication exchange to the response agent.

20. The non-transitory machine readable medium of claim 15, wherein the messaging platform is the bot chat platform, and wherein the different messaging platform is the text messaging platform.