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(54) Title: REQUEST PROCESSING VIA RICH MESSAGING SYSTEMS

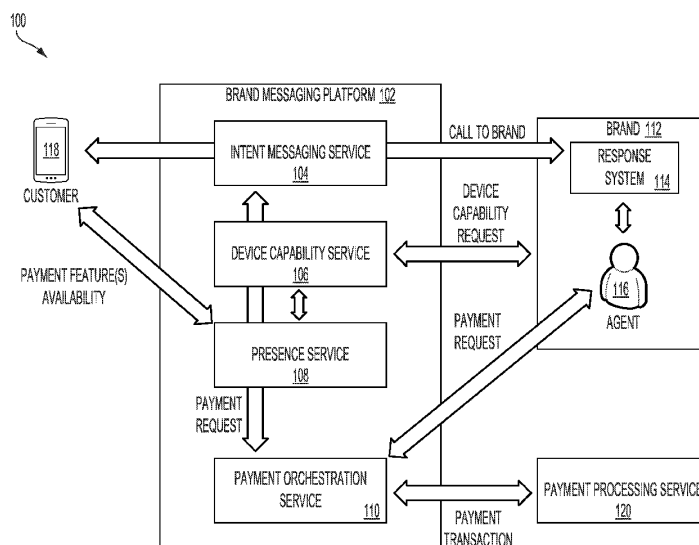


FIG. 1

(57) Abstract: Disclosed embodiments provide a framework to enable rich messaging via offline channels to obtain payments for completion of business transactions. In response to a request to obtain information associated with a customer to support a transaction performed via a communications session, a messaging platform transmits a request to a computing device associated with the customer to obtain authorization for the information. In response to obtaining the authorization for the information from the computing device associated with the customer, the messaging platform uses the authorization at a processing service to obtain the information subject to the authorization. The information is provided to fulfill the initial request.

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