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(54) Title: SYSTEM AND METHODS FOR ROUTING COMMUNICATION REQUESTS TO DEDICATED AGENTS

(57) Abstract: A method is presented for linking a requestor to an agent of an entity. The method includes receiving a request to connect to an agent of an entity from a given requestor, retrieving a pool of agents from a data store, and determining a first subset of agents from the pool of agents, where agents in the first subset of agents have highest rating amongst agents in the pool of agents. The method also includes determining a second subset of agents from the pool of agents, where the agents in the second subset of agents have lowest number of assigned customers amongst the agents in the pool of agents. The method also includes identifying an intersection between the first subset and second subset, and assigning a dedicated agent to the given requestor from the intersection. The method also includes establishing a communication link between the given requestor and the dedicated agent.



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