

CLAIMS

WHAT IS CLAIMED IS:

1. A computer-implemented method comprising:
 - obtaining an intent, wherein the intent corresponds to a request that is to be addressed and wherein the intent is associated with a customer;
 - identifying one or more users to which to provide the intent, wherein the one or more users are identified based on a set of characteristics of the intent;
 - providing the intent, wherein the intent is provided to the one or more users to solicit responses to the intent;
 - obtaining a set of responses to the intent;
 - evaluating the set of responses to identify relevant responses to the intent, wherein irrelevant responses from the set of responses are discarded; and
 - providing the relevant responses to cause the relevant responses to be presented to the customer in response to the intent.
2. The computer-implemented method of claim 1, further comprising:
 - receiving another request to initiate a communications channel with a user, wherein the another request is associated with the intent and a response of the user to the intent; and
 - establishing the communications channel to allow the user to transmit communications responsive to the intent over the communications channel.
3. The computer-implemented method of claim 1, wherein the set of responses are evaluated using a classification model, wherein the classification model is updated using sample intents, known relevant responses to the sample intents, and known irrelevant responses to the sample intents.
4. The computer-implemented method of claim 1, wherein the one or more users are identified using a machine learning model, wherein the machine learning model is updated using sample intents and sample outputs corresponding to features of the one or more users.

5. The computer-implemented method of claim 1, further comprising transmitting instructions to an application implemented by the one or more users to cause the application to prohibit creation of new responses, wherein the instructions are transmitted in response to obtaining the set of responses.
6. The computer-implemented method of claim 1, wherein the intent is extracted from the request based on a semantic analysis of the request.
7. The computer-implemented method of claim 1, wherein the set of characteristics of the intent are obtained in response to a query for additional information associated with the intent.
8. A system, comprising:
 - one or more processors; and
 - memory storing thereon instructions that, as a result of being executed by the one or more processors, cause the system to:
 - obtain an intent, wherein the intent corresponds to a request that is to be addressed and wherein the intent is associated with a customer;
 - identify one or more users to which to provide the intent, wherein the one or more users are identified based on a set of characteristics of the intent;
 - provide the intent, wherein the intent is provided to the one or more users to solicit responses to the intent;
 - obtain a set of responses to the intent;
 - evaluate the set of responses to identify relevant responses to the intent, wherein irrelevant responses from the set of responses are discarded; and
 - provide the relevant responses to cause the relevant responses to be presented to the customer in response to the intent.
9. The system of claim 8, wherein the relevant responses are identified using a classification model, wherein the classification model is generated using sample intents, known relevant responses to the sample intents, and known irrelevant responses to the sample intents.

10. The system of claim 8, wherein the instructions further cause the system to transmit executable instructions to an application utilized by the one or more users to generate the set of responses to cause the application to prohibit further responses from being generated, wherein the executable instructions are transmitted in response to obtaining the set of responses.
11. The system of claim 8, wherein the instructions further cause the system to:
obtain another request to establish a communications channel between a first computing system of the customer and a second computing system of a user, wherein the another request is obtained in response to a determination that a response from the user satisfies the intent; and
establish the communications channel in response to the another request.
12. The system of claim 8, wherein the one or more users are identified using a machine learning model, wherein the machine learning model is generated using sample intents and sample outputs corresponding to features of the one or more users.
13. The system of claim 8, wherein the instructions further cause the system to utilize natural language processing to solicit information associated with the intent, wherein the information associated with the intent is used to extract the intent from the request.
14. The system of claim 8, wherein the instructions further cause the system to perform a semantic analysis of the request to extract the intent from the request.
15. A non-transitory, computer-readable storage medium storing thereon executable instructions that, as a result of being executed by one or more processors of a computer system, cause the computer system to:
obtain an intent, wherein the intent corresponds to a request that is to be addressed and wherein the intent is associated with a customer;
identify one or more users to which to provide the intent, wherein the one or more users are identified based on a set of characteristics of the intent;
provide the intent, wherein the intent is provided to the one or more users to solicit responses to the intent;

obtain a set of responses to the intent;
evaluate the set of responses to identify relevant responses to the intent, wherein irrelevant responses from the set of responses are discarded; and
provide the relevant responses to cause the relevant responses to be presented to the customer in response to the intent.

16. The non-transitory, computer-readable medium of claim 15, wherein the executable instructions further cause the computer system to:

obtain another request to establish a communications channel between a first computing device of the customer and a second computing device of a user that provided a relevant response; and

establish the communications channel between the first computing device of the customer and the second computing device of the user to cause interactions between the customer and the user over the communications channel with regard to the intent.

17. The non-transitory, computer-readable storage medium of claim 15, wherein the executable instructions further cause the computer system to perform a semantic analysis of the request to obtain the intent.

18. The non-transitory, computer-readable storage medium of claim 15, wherein the one or more users are identified using a machine learning model, wherein the machine learning model is generated using sample intents and sample outputs corresponding to features of the one or more users.

19. The non-transitory, computer-readable storage medium of claim 15, wherein the executable instructions further cause the computer system to use a classification model to evaluate the set of responses, wherein the classification model is updated using sample intents, known relevant responses to the sample intents, and known irrelevant responses to the sample intents.

20. The non-transitory, computer-readable storage medium of claim 15, wherein the one or more users are identified using a machine learning model, wherein the machine learning model is updated using sample intents and sample outputs corresponding to features of the one or more users.