



- (51) **International Patent Classification:**  
*G06F 40/30* (2020.01) *G06F 40/216* (2020.01)  
*G06F 40/35* (2020.01)
- (21) **International Application Number:**  
PCT/US2021/064565
- (22) **International Filing Date:**  
21 December 2021 (21.12.2021)
- (25) **Filing Language:** English
- (26) **Publication Language:** English
- (30) **Priority Data:**  
63/128,992 22 December 2020 (22.12.2020) US
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(81) **Designated States** (*unless otherwise indicated, for every kind of national protection available*): AE, AG, AL, AM, AO, AT, AU, AZ, BA, BB, BG, BH, BN, BR, BW, BY, BZ, CA, CH, CL, CN, CO, CR, CU, CZ, DE, DJ, DK, DM, DO, DZ, EC, EE, EG, ES, FI, GB, GD, GE, GH, GM, GT, HN, HR, HU, ID, IL, IN, IR, IS, IT, JO, JP, KE, KG, KH, KN, KP, KR, KW, KZ, LA, LC, LK, LR, LS, LU, LY, MA, MD, ME, MG, MK, MN, MW, MX, MY, MZ, NA, NG, NI, NO, NZ, OM, PA, PE, PG, PH, PL, PT, QA, RO, RS, RU, RW,

(54) **Title:** CONVERSATIONAL BOT EVALUATION AND REINFORCEMENT USING MEANINGFUL AUTOMATED CONNECTION SCORES

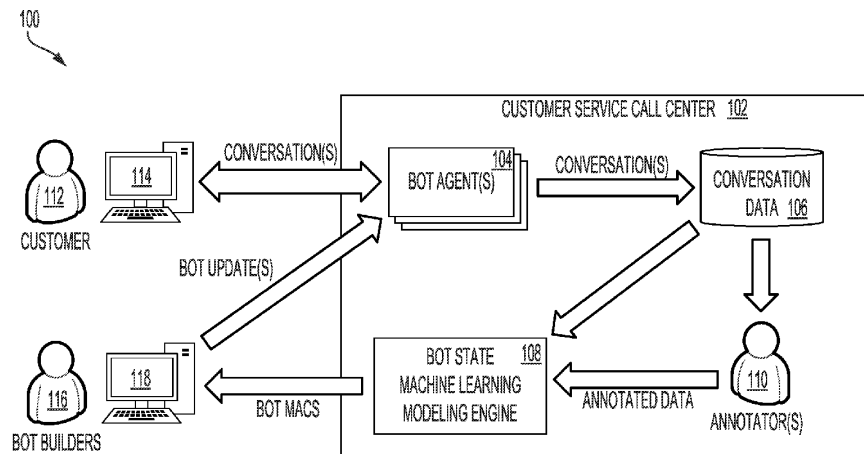


FIG. 1

(57) **Abstract:** Disclosed embodiments provide a framework to assist bot managers and builders in identifying particular friction points between bots and customers to allow for real-time identification of bot conversation issues and to train bots to improve conversation flows. Conversation data is processed using machine learning models to detect bot states within conversations and calculate a Meaningful Automated Connection Score (MACS) for these conversations. The MACS for a conversation is provided to bot builders to allow the bot builders to identify friction points and update bots accordingly.

[Continued on next page]

SA, SC, SD, SE, SG, SK, SL, ST, SV, SY, TH, TJ, TM, TN,  
TR, TT, TZ, UA, UG, US, UZ, VC, VN, WS, ZA, ZM, ZW.

**(84) Designated States** (*unless otherwise indicated, for every kind of regional protection available*): ARIPO (BW, GH, GM, KE, LR, LS, MW, MZ, NA, RW, SD, SL, ST, SZ, TZ, UG, ZM, ZW), Eurasian (AM, AZ, BY, KG, KZ, RU, TJ, TM), European (AL, AT, BE, BG, CH, CY, CZ, DE, DK, EE, ES, FI, FR, GB, GR, HR, HU, IE, IS, IT, LT, LU, LV, MC, MK, MT, NL, NO, PL, PT, RO, RS, SE, SI, SK, SM, TR), OAPI (BF, BJ, CF, CG, CI, CM, GA, GN, GQ, GW, KM, ML, MR, NE, SN, TD, TG).

**Published:**

— with international search report (Art. 21(3))