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- (54) **Title:** DYNAMIC ENDPOINT COMMUNICATION CHANNELS

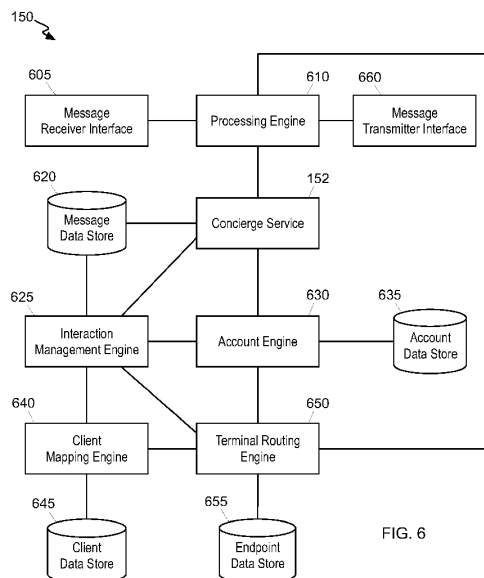


FIG. 6

- (57) **Abstract:** Automated concierge assistant service to handle a wide variety of topics and user intents via a common interface. The concierge service can be part of a connection management system that can dynamically manage and facilitate conversations between a user making a request and one or more social network endpoints including a social network member and an agent. The user intent is determined by natural language interaction between the user and the automated assistant using artificial intelligence.

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