CLAIMS

1. A computer-implemented method for switching and handover between one or more intelligent conversational agents, the computer-implemented method comprising

receiving, at a chatbot switching system with a processor, a first set of data in real-time, wherein the first set of data is associated with a plurality of users, wherein the first set of data comprising user behavioral information, past engagements with conversational agents and user profile information;

collecting, at the chatbot switching system with the processor, a second set of data in real-time, wherein the second set of data is associated with the one or more intelligent conversational agents, wherein the second set of data comprising a trust score associated with each of the one or more intelligent conversational agents, confidence level of the one or more intelligent conversational agents, past performance of the one or more intelligent conversational agents, and performance of each of the one or more intelligent conversational agents in a virtual environment;

fetching, at the chatbot switching system with the processor, one or more queries from the plurality of users for a mega bot, wherein the one or more queries are associated to a scope of field, wherein each of the one or more queries has a plurality of aspects, wherein the plurality of aspects comprising context, linguistic style, sentence construction, and lexical ambiguity;

analyzing, at the chatbot switching system with the processor, the first set of data, the second set of data and the one or more queries using one or more machine learning algorithms, wherein the analysis is performed based on training of a machine learning model, wherein the analysis is performed for enabling selection of a suitable intelligent conversational agent from the one or more intelligent conversational agents, wherein the analysis is performed in real time;

selecting, at the chatbot switching system with the processor, the suitable intelligent conversational agent from the one or more intelligent conversational agents having the trust score above a threshold level according to the plurality of aspects of each of the one or more queries, wherein the selection is based on the plurality of factors and the analysis of the first set of data, the second set of data and the one or more queries, wherein the mega bot selects the suitable intelligent conversational agent from the one or more intelligent conversational agents, wherein the threshold level is defined by an enterprise, wherein the plurality of factors comprising identification of the

plurality of aspects, confidence level of the one or more intelligent conversational agents, past performance of the one or more intelligent conversational agents, behavior identification of the plurality of users, automated testing performance of the one or more intelligent conversational agents, performance of each of the one or more intelligent conversational agents in the virtual environment, cost of engagement with the one or more intelligent conversational agents and a feedback from the plurality of users;

creating, at the chatbot switching system with the processor, responses for the one or more queries using the suitable intelligent conversational agent from the one or more intelligent conversational agents;

creating a secondary response for the one or more queries in a virtual environment with a privacy rule limitation, wherein the privacy rule limitation corresponds to sharing the one or more queries with the one or more intelligent conversational agents not sharing the first set of data with the one or more intelligent conversational agents;

analyzing, at the chatbot switching system with the processor, the second response of the one or more intelligent conversational agents and improving the trust score of the one or more intelligent conversational agents based on the analysis of the second response; and

switching, at the chatbot switching system with the processor, between the one or more intelligent conversational agents in the mega bot interacting with the plurality of users based on the plurality of aspects of corresponding query of the one or more queries and the plurality of factors.

2. The computer-implemented method as recited in claim 1, the chatbot switching system creates an online chatbot marketplace for enabling one or more vendors to upload the one or more intelligent conversational agents, wherein the online chatbot marketplace enables the enterprise to access the one or more intelligent conversational agents from the one or more vendors, wherein each of the one or more intelligent conversational agents is affiliated with the scope of field.

3. The computer-implemented method as recited in claim 1, further comprising integrating, at the chatbot switching system with the processor, the one or more intelligent conversational agents for generating the mega bot in real-time, wherein each of the one or more intelligent conversational agents has the trust score, wherein the trust score is dependent on the plurality of factors associated with the one or more intelligent conversational agents.

4. The computer-implemented method as recited in claim 1, further comprising computing, at the chatbot switching system with the processor, the trust score for each of the one or more

intelligent conversational agents uploaded on the online chatbot marketplace by the one or more vendors, wherein the chatbot switching system ranks each of the one or more intelligent conversational agents in the online chatbot marketplace based on the trust score.

5. The computer-implemented method as recited in claim 1, further comprising receiving, at the chatbot switching system with the processor, the confidence level of the one or more intelligent conversational agents for responding to the one or more queries of the plurality of users, wherein each of the one or more intelligent conversational agents claims to have the confidence level to create response for the one or more queries.

6. The computer-implemented method as recited in claim 1, further comprising normalizing, at the chatbot switching system with the processor, the trust score of each of the one or more intelligent conversational agents based on each of the plurality of factors.

7. The computer-implemented method as recited in claim 1, further comprising predicting, at the chatbot switching system with the processor, journey of conversation between the plurality of users and the mega bot based on analysis performed on the first set of data, the second set of data, and the one or more queries using the one or more machine learning algorithms.

8. The computer-implemented method as recited in claim 1, further comprising detecting, at the chatbot switching system with the processor, the plurality of aspects associated with the one or more queries using the machine learning model in real-time.

9. The computer-implemented method as recited in claim 1, further comprising determining, at the chatbot switching system with the processor, transition of the plurality of aspects within the conversation between the plurality of users and the mega bot based on analysis performed on the one or more queries using the one or more machine learning algorithms, wherein the determination of the transition of the plurality of aspects within the conversation enables the chatbot switching system to switch between the one or more intelligent conversational agents in the mega bot interacting with the plurality of users.

10. A computer system comprising:

one or more processors; and

a memory coupled to the one or more processors, the memory for storing instructions which, when executed by the one or more processors, cause the one or more processors to perform a method for switching and handover between one or more intelligent conversational agents, the method comprising:

receiving, at a chatbot switching system, a first set of data in real-time, wherein the first set of data is associated with a plurality of users, wherein the first set of data comprising user behavioral information, past engagements with conversational agents and user profile information;

collecting, at the chatbot switching system, a second set of data in real-time, wherein the second set of data is associated with the one or more intelligent conversational agents, wherein the second set of data comprising a trust score associated with each of the one or more intelligent conversational agents, confidence level of the one or more intelligent conversational agents, past performance of the one or more intelligent conversational agents, and performance of each of the one or more intelligent conversational agents in a virtual environment;

fetching, at the chatbot switching system, one or more queries from the plurality of users for a mega bot, wherein the one or more queries are associated to a scope of field, wherein each of the one or more queries has a plurality of aspects, wherein the plurality of aspects comprising context, linguistic style, sentence construction, and lexical ambiguity;

analyzing, at the chatbot switching system, the first set of data, the second set of data and the one or more queries using one or more machine learning algorithms, wherein the analysis is performed based on training of a machine learning model, wherein the analysis is performed for enabling selection of a suitable intelligent conversational agent from the one or more intelligent conversational agents, wherein the analysis is performed in real time;

selecting, at the chatbot switching system, the suitable intelligent conversational agent from the one or more intelligent conversational agents having the trust score above a threshold level according to the plurality of aspects of each of the one or more queries, wherein the selection is based on the plurality of factors and the analysis of the first set of

data, the second set of data and the one or more queries, wherein the mega bot selects the suitable intelligent conversational agent from the one or more intelligent conversational agents, wherein the threshold level is defined by an enterprise, wherein the plurality of factors comprising identification of the plurality of aspects, confidence level of the one or more intelligent conversational agents, past performance of the one or more intelligent conversational agents, behavior identification of the plurality of users, automated testing performance of the one or more intelligent conversational agents, performance of each of the one or more intelligent conversational agents in the virtual environment, cost of engagement with the one or more intelligent conversational agents and a feedback from the plurality of users;

creating, at the chatbot switching system with the processor, responses for the one or more queries using the suitable intelligent conversational agent from the one or more intelligent conversational agents;

creating a secondary response for the one or more queries in a virtual environment with a privacy rule limitation, wherein the privacy rule limitation corresponds to sharing the one or more queries with the one or more intelligent conversational agents not sharing the first set of data with the one or more intelligent conversational agents;

analyzing, at the chatbot switching system with the processor, the second response of the one or more intelligent conversational agents and improving the trust score of the one or more intelligent conversational agents based on the analysis of the second response; and

switching, at the chatbot switching system, between the one or more intelligent conversational agents in the mega bot interacting with the plurality of users based on the plurality of aspects of corresponding query of the one or more queries and the plurality of factors.

11. The computer system as recited in claim 10, wherein the chatbot switching system creates an online chatbot marketplace for enabling one or more vendors to upload the one or more intelligent conversational agents, wherein the online chatbot marketplace enables the enterprise to access the one or more intelligent conversational agents from the one or more vendors, wherein each of the one or more intelligent conversational agents is affiliated with the scope of field.

12. The computer system as recited in claim 10, further comprising integrating, at the chatbot switching system, the one or more intelligent conversational agents for generating the mega bot in real-time, wherein each of the one or more intelligent conversational agents has the trust score,

wherein the trust score is dependent on the plurality of factors associated with the one or more intelligent conversational agents.

13. The computer system as recited in claim 10, further comprising computing, at the chatbot switching system, the trust score for each of the one or more intelligent conversational agents uploaded on the online chatbot marketplace by the one or more vendors, wherein the chatbot switching system ranks each of the one or more intelligent conversational agents in the online chatbot marketplace based on the trust score.

14. The computer system as recited in claim 10, further comprising receiving, at the chatbot switching system, the confidence level of the one or more intelligent conversational agents for responding to the one or more queries of the plurality of users, wherein each of the one or more intelligent conversational agents claims to have the confidence level to create response for the one or more queries.

15. The computer system as recited in claim 10, further comprising normalizing, at the chatbot switching system, the trust score of each of the one or more intelligent conversational agents based on each of the plurality of factors.

16. The computer system as recited in claim 10, further comprising predicting, at the chatbot switching system, journey of conversation between the plurality of users and the mega bot based on analysis performed on the first set of data, the second set of data, and the one or more queries using the one or more machine learning algorithms.

17. The computer system as recited in claim 10, further comprising detecting, at the chatbot switching system, the plurality of aspects associated with the one or more queries using the machine learning model in real-time.

18. The computer system as recited in claim 10, further comprising determining, at the chatbot switching system, transition of the plurality of aspects within the conversation between the plurality of users and the mega bot based on analysis performed on the one or more queries using the one or more machine learning algorithms, wherein the determination of the transition of the plurality of aspects within the conversation enables the chatbot switching system to switch between the one or more intelligent conversational agents in the mega bot interacting with the plurality of users.

19. A non-transitory computer-readable storage medium encoding computer executable instructions that, when executed by at least one processor, performs a method for switching and handover between one or more intelligent conversational agents, the method comprising:

receiving, at a computing device, a first set of data in real-time, wherein the first set of data is associated with a plurality of users, wherein the first set of data comprising user behavioral information, past engagements with conversational agents and user profile information;

collecting, at the computing device, a second set of data in real-time, wherein the second set of data is associated with the one or more intelligent conversational agents, wherein the second set of data comprising a trust score associated with each of the one or more intelligent conversational agents, confidence level of the one or more intelligent conversational agents, past performance of the one or more intelligent conversational agents, and performance of each of the one or more intelligent conversational agents in a virtual environment;

fetching, at the computing device, one or more queries from the plurality of users for a mega bot, wherein the one or more queries are associated to a scope of field, wherein each of the one or more queries has a plurality of aspects, wherein the plurality of aspects comprising context, linguistic style, sentence construction, and lexical ambiguity;

analyzing, at the computing device, the first set of data, the second set of data and the one or more queries using one or more machine learning algorithms, wherein the analysis is performed based on training of a machine learning model, wherein the analysis is performed for enabling selection of a suitable intelligent conversational agent from the one or more intelligent conversational agents, wherein the analysis is performed in real time;

selecting, at the computing device, the suitable intelligent conversational agent from the one or more intelligent conversational agents having the trust score above a threshold level according to the plurality of aspects of each of the one or more queries, wherein the selection is based on the plurality of factors and the analysis of the first set of data, the second set of data and the one or more queries, wherein the mega bot selects the

suitable intelligent conversational agent from the one or more intelligent conversational agents, wherein the threshold level is defined by an enterprise, wherein the plurality of factors comprising identification of the plurality of aspects, confidence level of the one or more intelligent conversational agents, past performance of the one or more intelligent conversational agents, behavior identification of the plurality of users, automated testing performance of the one or more intelligent conversational agents, performance of each of the one or more intelligent conversational agents in the virtual environment, cost of engagement with the one or more intelligent conversational agents and a feedback from the plurality of users;

creating, at the chatbot switching system with the processor, responses for the one or more queries using the suitable intelligent conversational agent from the one or more intelligent conversational agents; creating a secondary response for the one or more queries in a virtual environment with a privacy rule limitation, wherein the privacy rule limitation corresponds to sharing the one or more queries with the one or more intelligent conversational agents not sharing the first set of data with the one or more intelligent conversational agents;

analyzing, at the chatbot switching system with the processor, the second response of the one or more intelligent conversational agents and improving the trust score of the one or more intelligent conversational agents based on the analysis of the second response; and

switching, at the computing device, between the one or more intelligent conversational agents in the mega bot interacting with the plurality of users based on the plurality of aspects of corresponding query of the one or more queries and the plurality of factors.