

METHOD AND SYSTEM FOR SWITCHING AND HANDOVER BETWEEN ONE OR MORE
INTELLIGENT CONVERSATIONAL AGENTS

ABSTRACT

5 The present disclosure provides a method and system to perform switching and handover between
one or more intelligent conversational agents. The system receives a first set of data in real-time. The
system collects a second set of data in real-time. The system fetches one or more queries from a
plurality of users for a mega bot. The system analyses the first set of data, the second set of data and
the one or more queries using one or more machine learning algorithms. The system selects a suitable
10 intelligent conversational agent from the one or more intelligent conversational agents having a trust
score above a threshold level. The system switches between the one or more intelligent conversational
agents in the mega bot interacting with the plurality of users based on a plurality of aspects of
corresponding query of the one or more queries and a plurality of factors.

15 FIG. 3