

CLAIMS

WHAT IS CLAIMED IS:

1. A computer-implemented method comprising:
 - receiving a request e-mail message addressed to an account associated with a client, wherein the request e-mail message includes a body, and wherein the body specifies an intent;
 - identifying a recipient for the request e-mail message, wherein the recipient is associated with the account;
 - extracting the intent from the body of the request e-mail message;
 - transmitting the intent over a chat communication channel, wherein when the intent is received by the recipient, the recipient can respond using the chat communication channel;
 - receiving a response to the intent over the chat communication channel;
 - generating a response e-mail message, wherein the response e-mail message includes the response and a conversation history associated with the recipient and a sender of the request e-mail message, and wherein the response and the conversation history are included in a body of the response e-mail message; and
 - transmitting the response e-mail message.
2. The computer-implemented method of claim 1, wherein the intent is transmitted to the recipient with the conversation history associated with the recipient and the sender of the request e-mail message, wherein the intent is incorporated into the conversation history.
3. The computer-implemented method of claim 1, wherein:
 - the account is associated with a group of recipients; and
 - the computer-implemented method further comprises identifying the recipient from the group of recipients based on the intent.
4. The computer-implemented method of claim 1, wherein:
 - the account associated with the client is further associated with a skill; and
 - the recipient is identified as a result of the recipient being assigned to the skill.

5. The computer-implemented method of claim 1, further comprising inserting a header and footer into the response e-mail message, wherein the header and the footer are associated with the client.
6. The computer-implemented method of claim 1, further comprising polling a client server to receive the request e-mail message.
7. The computer-implemented method of claim 1, further comprising:
 - receiving another e-mail message;
 - determining that a conversation session corresponding to the request e-mail message is active; and
 - transmitting a response to the other e-mail message, wherein the response to the other e-mail message includes an instruction to utilize the conversation session corresponding to the request e-mail message.
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:
 - receive a request e-mail message addressed to an account associated with a client, wherein the request e-mail message includes a body, and wherein the body specifies an intent;
 - identify a recipient for the request e-mail message, wherein the recipient is associated with the account;
 - extract the intent from the body of the request e-mail message;
 - transmit the intent over a chat communication channel, wherein when the intent is received by the recipient, the recipient can respond using the chat communication channel;
 - receive a response to the intent over the chat communication channel;
 - generate a response e-mail message, wherein the response e-mail message includes the response and a conversation history associated with the recipient and a sender of the

request e-mail message, and wherein the response and the conversation history are included in a body of the response e-mail message; and
transmit the response e-mail message.

9. The system of claim 8, wherein the intent is transmitted to the recipient with the conversation history associated with the recipient and the sender of the request e-mail message, wherein the intent is incorporated into the conversation history.
10. The system of claim 8, wherein:
the account is associated with a group of recipients; and
the instructions further cause the system to identify the recipient from the group of recipients based on the intent.
11. The system of claim 8, wherein:
the account associated with the client is further associated with a skill; and
the recipient is identified as a result of the recipient being assigned to the skill.
12. The system of claim 8, wherein the instructions further cause the system to insert a header and footer into the response e-mail message, wherein the header and the footer are associated with the client.
13. The system of claim 8, wherein the instructions further cause the system to poll a client server to receive the request e-mail message.
14. The system of claim 8, wherein the instructions further cause the system to:
receive another e-mail message;
determine that a conversation session corresponding to the request e-mail message is active; and
transmit a response to the other e-mail message, wherein the response to the other e-mail message includes an instruction to utilize the conversation session corresponding to the request e-mail message.

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:

- receive a request e-mail message addressed to an account associated with a client, wherein the request e-mail message includes a body, and wherein the body specifies an intent;

- identify a recipient for the request e-mail message, wherein the recipient is associated with the account;

- extract the intent from the body of the request e-mail message;

- transmit the intent over a chat communication channel, wherein when the intent is received by the recipient, the recipient can respond using the chat communication channel;

- receive a response to the intent over the chat communication channel;

- generate a response e-mail message, wherein the response e-mail message includes the response and a conversation history associated with the recipient and a sender of the request e-mail message, and wherein the response and the conversation history are included in a body of the response e-mail message; and

- transmit the response e-mail message.

16. The non-transitory, computer-readable medium of claim 15, wherein the intent is transmitted to the recipient with the conversation history associated with the recipient and the sender of the request e-mail message, wherein the intent is incorporated into the conversation history.

17. The non-transitory, computer-readable medium of claim 15, wherein:

- the account is associated with a group of recipients; and

- the executable instructions further cause the computer system to identify the recipient from the group of recipients based on the intent.

18. The non-transitory, computer-readable medium of claim 15, wherein:

- the account associated with the client is further associated with a skill; and

- the recipient is identified as a result of the recipient being assigned to the skill.

19. The non-transitory, computer-readable medium of claim 15, wherein the executable instructions further cause the computer system to insert a header and footer into the response e-mail message, wherein the header and the footer are associated with the client.

20. The non-transitory, computer-readable medium of claim 15, wherein the executable instructions further cause the computer system to poll a client server to receive the request e-mail message.