

HYBRID BOT FRAMEWORK FOR ENTERPRISES

ABSTRACT

Implementations are directed to receiving communication data from a device, the communication data including data input by a user of the device, determining a context based on an extended finite state machine that defines contexts and transitions between contexts, transmitting a service request to at least one cloud-hosted service, the service request being provided at least partially based on masking sensitive information included in the communication data, receiving a service response from the at least one cloud-hosted service, the service response including one or more of an intent, and an entity, determining at least one action that is to be performed by at least one back-end source system based on the service response, providing a response at least partially based on an action results received from the at least one back-end source system, and transmitting the result data to the device.

Fig. 1