

CLAIMS

WHAT IS CLAIMED IS:

1. A computer-implemented method comprising:
 - obtaining an intent, wherein the intent corresponds to a request, and wherein the intent is associated with a customer;
 - identifying an agent to receive the intent, wherein the identified agent is associated with a commercial endeavor, wherein the agent is identified using a machine learning model, and wherein the machine learning model is updated using sample intents and sample outputs corresponding to features of a set of agents;
 - providing the intent, wherein when the intent is received at an application implemented on a computing device associated with the identified agent, the intent is used to solicit an intent response from the identified agent;
 - obtaining the intent response, wherein intent responses are dynamically used to update the machine learning model;
 - transmitting first instructions to the application, wherein when the first instructions are received at the application, the first instructions cause the application to prohibit obtaining additional intent responses;
 - providing the intent response, wherein when the intent response is received, the intent response is presented to the customer associated with the intent;
 - obtaining a new request to facilitate a communications channel between the application implemented on the computing device of the identified agent and a computing device associated with the customer, wherein the new request corresponds to the intent; and
 - transmitting second instructions to the application, wherein when the second instructions are received at the application, the second instructions cause the application to obtain additional responses to the intent.
2. The computer-implemented method of claim 1, wherein the first instructions are transmitted devoid of identifying information of the customer.

3. The computer-implemented method of claim 1, wherein the second instructions include identifying information associated with the customer, wherein the second instructions cause the application to present the identifying information associated with the customer.
4. The computer-implemented method of claim 1, further comprising evaluating the response to the intent to determine that the response is relevant to the intent.
5. The computer-implemented method of claim 1, wherein the intent is extracted from the request based on a semantic analysis of the request.
6. The computer-implemented method of claim 1, wherein the new request is used to update the machine learning model.
7. The computer-implemented method of claim 1, wherein the agent is selected based on a set of characteristics of the intent, wherein the set of characteristics are obtained in response to a query for additional information associated with the intent.
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:
 - obtain an intent, wherein the intent corresponds to a request, and wherein the intent is associated with a customer;
 - identify an agent to receive the intent, wherein the identified agent is associated with a commercial endeavor, wherein the agent is identified using a machine learning model, and wherein the machine learning model is updated using sample intents and sample outputs corresponding to features of a set of agents;
 - provide the intent, wherein when the intent is received at an application implemented on a computing device associated with the identified agent, the intent is used to solicit an intent response from the identified agent;

obtain the intent response, wherein intent responses are dynamically used to update the machine learning model;

transmit first instructions to the application, wherein when the first instructions are received at the application, the first instructions cause the application to prohibit obtaining additional intent responses;

provide the intent response, wherein when the intent response is received, the intent response is presented to the customer associated with the intent;

obtain a new request to facilitate a communications channel between the application implemented on the computing device of the identified agent and a computing device associated with the customer, wherein the new request corresponds to the intent; and

transmit second instructions to the application, wherein when the second instructions are received at the application, the second instructions cause the application to obtain additional responses to the intent.

9. The system of claim 8, wherein the instructions further cause the system to:
 - transmit a query to the computing device of the customer to obtain additional information associated with the intent;
 - identify a set of characteristics associated with the intent, wherein the set of characteristics of the intent are identified using the additional information; and
 - use the set of characteristics of the intent as input to the machine learning model to identify the agent.
10. The system of claim 8, wherein the instructions further cause the system to update the machine learning model based on the new request.
11. The system of claim 8, wherein the instructions further cause the system to remove identifying information associated with the customer from the intent to cause the intent to be provided without the identifying information associated with the customer.

12. The system of claim 8, wherein the instructions further cause the system to evaluate the response to the intent to determine that the response is relevant to the intent.
13. The system of claim 8, wherein the second instructions include identifying information associated with the customer, wherein the second instructions cause the application to present the identifying information associated with the customer in addition to the intent.
14. The system of claim 8, wherein the first instructions are devoid of identifying information associated with the customer, wherein the first instructions cause the application to present the intent without the identifying information associated with the customer.
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:
- obtain an intent, wherein the intent corresponds to a request, and wherein the intent is associated with a customer;
 - identify an agent to receive the intent, wherein the identified agent is associated with a commercial endeavor, wherein the agent is identified using a machine learning model, and wherein the machine learning model is updated using sample intents and sample outputs corresponding to features of a set of agents;
 - provide the intent, wherein when the intent is received at an application implemented on a computing device associated with the identified agent, the intent is used to solicit an intent response from the identified agent;
 - obtain the intent response, wherein intent responses are dynamically used to update the machine learning model;
 - transmit first instructions to the application, wherein when the first instructions are received at the application, the first instructions cause the application to prohibit obtaining additional intent responses;
 - provide the intent response, wherein when the intent response is received, the intent response is presented to the customer associated with the intent;

obtain a new request to facilitate a communications channel between the application implemented on the computing device of the identified agent and a computing device associated with the customer, wherein the new request corresponds to the intent; and

transmit second instructions to the application, wherein when the second instructions are received at the application, the second instructions cause the application to obtain additional responses to the intent.

16. The non-transitory, computer-readable medium of claim 15, wherein the first instructions are devoid of identifying information associated with the customer, wherein the first instructions cause the application to present the intent without the identifying information associated with the customer.

17. The non-transitory, computer-readable storage medium of claim 15, wherein the second instructions include identifying information associated with the customer, wherein the second instructions cause the application to present the identifying information associated with the customer in addition to the intent.

18. The non-transitory, computer-readable storage medium of claim 15, wherein the executable instructions further cause the computer system to remove identifying information associated with the customer from the intent to cause the intent to be provided without the identifying information associated with the customer.

19. The non-transitory, computer-readable storage medium of claim 15, wherein the executable instructions further cause the computer system to update the machine learning model based on the new request.

20. The non-transitory, computer-readable storage medium of claim 15, wherein the executable instructions further cause the system to:

identify a set of characteristics of the intent, wherein the set of characteristics of the intent are identified using additional information of the customer; and

use the set of characteristics of the intent as input to the machine learning model to identify the agent.