CLAIMS

1. A computer-implemented method for integrating a computer-executed service platform with multiple channels, the method comprising:

providing a transition layer comprising a computer-executable application that is executed on a client-side device, the client-side device receiving an originating input from a channel of the multiple channels available for communication through the client-side device where each channel corresponding to a respective network of a plurality of disparate networks, and the computer-executable application providing a unified input in a unified format for processing by the service platform regardless of the channel through which the originating input is received;

receiving, by the service platform, the unified input;

identifying, by the service platform, a set of actions based on the unified input, the set of actions comprising one or more actions to be executed by one or more computer-implemented back-end services;

providing a service layer comprising a plurality of computer-executable bots, each bot interacting with a respective back-end service based on an action of the one or more actions to receive at least one result from the respective back-end service;

receiving, by one or more processors, result data comprising data describing the at least one result; and

transmitting, by the one or more processors, an output based on the result data through the transition layer of the client-side device.

2. The method of claim 1, wherein the client-side device of the transition layer receives the originating input from a device of a user, the device having one of a wired and a wireless connection with the client-side device.

3. The method of claim 1, wherein the originating input is provided as verbal input of a user, and the transition layer processes the verbal input to provide the unified input, the unified input comprising text.

4. The method of claim 3, wherein processing the verbal input partially comprises transmitting the verbal input to a speech-to-text service, and receiving text data from the speech-to-text service.

5. The method of claim 1, wherein each bot interacts with a respective presentation layer of a back-end service to provide input to one or more user interface elements of the respective presentation layer.

6. The method of claim 5, wherein each bot initiates an action of the one or more actions to be performed by the respective back-end service based on at least one user interface interaction with the respective presentation layer.

7. The method of claim 1, wherein the output is provided through the transition layer in a format of the channel.

8. The method of claim 1, wherein the channel comprises one of a voice channel, a messaging channel, an email channel, and a text message channel.

9. The method of claim 1, wherein a noise filter is applied to the originating input received from the channel.

10. One or more non-transitory computer-readable storage media coupled to one or more processors and having instructions stored thereon which, when executed by the one or more processors, cause the one or more processors to perform operations for integrating a computer-executed service platform with multiple channels, the operations comprising:

providing a transition layer comprising a computer-executable application that is executed on a client-side device, the client-side device receiving an originating input from a channel of the multiple channels available for communication through the client-side device where each channel corresponding to a respective network of a plurality of disparate networks, and the computer-executable application providing a unified input in a unified format for

processing by the service platform regardless of the channel through which the originating input is received;

receiving, by the service platform, the unified input;

identifying, by the service platform, a set of actions based on the unified input, the set of actions comprising one or more actions to be executed by one or more computer-implemented back-end services;

providing a service layer comprising a plurality of computer-executable bots, each bot interacting with a respective back-end service based on an action of the one or more actions to receive at least one result from the respective back-end service;

receiving result data comprising data describing the at least one result; and

transmitting an output based on the result data through the transition layer of the client-side device.

11. The computer-readable storage media of claim 10, wherein the client-side device of the transition layer receives the originating input from a device of a user, the device having one of a wired and a wireless connection with the client-side device.

12. The computer-readable storage media of claim 10, wherein the originating input is provided as verbal input of a user, and the transition layer processes the verbal input to provide the unified input, the unified input comprising text.

13. The computer-readable storage media of claim 12, wherein processing the verbal input partially comprises transmitting the verbal input to a speech-to-text service, and receiving text data from the speech-to-text service.

14. The computer-readable storage media of claim 10, wherein each bot interacts with a respective presentation layer of a back-end service to provide input to one or more user interface elements of the respective presentation layer.

15. The computer-readable storage media of claim 14, wherein each bot initiates an action of the one or more actions to be performed by the respective back-end service based on at least one user interface interaction with the respective presentation layer.

16. The computer-readable storage media of claim 10, wherein the output is provided through the transition layer in a format of the channel.

17. The computer-readable storage media of claim 10, wherein the channel comprises one of a voice channel, a messaging channel, an email channel, and a text message channel.

18. The computer-readable storage media of claim 10, wherein a noise filter is applied to the originating input received from the channel.

19. A system, comprising:

one or more processors; and

a computer-readable storage device coupled to the one or more processors and having instructions stored thereon which, when executed by the one or more processors, cause the one or more processors to perform operations for integrating a computer-executed service platform with multiple channels, the operations comprising:

providing a transition layer comprising a computer-executable application that is executed on a client-side device, the client-side device receiving an originating input from a channel of the multiple channels available for communication through the client-side device where each channel corresponding to a respective network of a plurality of disparate networks, and the computer-executable application providing a unified input in a unified format for processing by the service platform regardless of the channel through which the originating input is received;

receiving, by the service platform, the unified input;

identifying, by the service platform, a set of actions based on the unified input, the set of actions comprising one or more actions to be executed by one or more computer-implemented back-end services;

providing a service layer comprising a plurality of computer-executable bots, each bot interacting with a respective back-end service based on an action of the one or more actions to receive at least one result from the respective back-end service;

receiving result data comprising data describing the at least one result; and

transmitting an output based on the result data through the transition layer of the client-side device.

20. The system of claim 19, wherein the client-side device of the transition layer receives the originating input from a device of a user, the device having one of a wired and a wireless connection with the client-side device.

21. The system of claim 19, wherein the originating input is provided as verbal input of a user, and the transition layer processes the verbal input to provide the unified input, the unified input comprising text.

22. The system of claim 21, wherein processing the verbal input partially comprises transmitting the verbal input to a speech-to-text service, and receiving text data from the speech-to-text service.

23. The system of claim 19, wherein each bot interacts with a respective presentation layer of a back-end service to provide input to one or more user interface elements of the respective presentation layer.

24. The system of claim 23, wherein each bot initiates an action of the one or more actions to be performed by the respective back-end service based on at least one user interface interaction with the respective presentation layer.

25. The system of claim 19, wherein the output is provided through the transition layer in a format of the channel.

26. The system of claim 19, wherein the channel comprises one of a voice channel, a messaging channel, an email channel, and a text message channel.

27. The system of claim 19, wherein a noise filter is applied to the originating input received from the channel.