

[0008] A first aspect of the present disclosure include a computer-implemented method. The method may include receiving a communication from a device. The communication may include one or more words. The device may be associated with one or more actions. The method may further include automatically parsing the communication to identify one or more operative words that correspond to the action associated with the device. The method may further include identifying an intent associated with the one or more operative words. The intent may define the action. The method may further include facilitating annotation of the intent. Annotation may define a quality of an association between the communication and the intent. The method may further include calculating a metric for the intent based on the quality of the association such that the metric is dependent upon a plurality of communications associated with the intent and one or more agent profiles, and using the metric to match the communication with a terminal device of an agent profile. The method may further include facilitating an interaction between the device associated with the communication and the agent profile terminal device.

[0009] A second aspect of the present disclosure include a computer-program product tangibly embodied in a non-transitory machine-readable storage medium, including instructions that, when executed by one or more processors, cause the one or more processors to perform operations including: receiving a communication from a device, wherein the communication includes one or more words, and wherein the device is associated with one or more actions; automatically parsing the communication to identify one or more operative words that correspond to the action associated with the device; identifying an intent associated with the one or more operative words, wherein the intent defines the action; facilitating annotation of the intent, wherein annotation defines a quality of an association between the communication and the intent; calculating a metric for the intent based on the quality of the association such that the metric is dependent upon a plurality of communications associated with the intent and one or more agent profiles, and using the metric to match the communication with a terminal device of an agent profile; and facilitating an interaction between the device associated with the communication and the agent profile terminal device.

[0010] A third aspect of the present disclosure include a system including: one or more processors; and one or more non-transitory machine-readable storage media containing instructions that, when executed on the one or more processors, cause the one or more processors to perform operations including: receiving a communication from a device, wherein the communication includes one or more words, and wherein the device is associated with one or more actions; automatically parsing the communication to identify one or more operative words that correspond to the action associated with the device; identifying an intent associated with the one or more operative words, wherein the intent defines the action; facilitating annotation of the intent, wherein annotation defines a quality of an association between the communication and the intent; calculating a metric for the intent based on the quality of the association such that the metric is dependent upon a plurality of communications associated with the intent and one or more agent profiles, and using the metric to match the communication with a terminal device of an agent profile; and facilitating an interaction between the device associated with the communication and the agent profile terminal device.

BRIEF DESCRIPTION OF THE DRAWINGS

[0011] The present disclosure is described in conjunction with the appended Figures:

[0012] FIG. 1 shows an example embodiment of a network interaction system in accordance with some aspects of the present technology;

[0013] FIG. 2 shows an example embodiment of a network interaction system in accordance with some aspects of the present technology;

[0014] FIGS. 3A, 3B, and 3C show example embodiments of a network interaction system that includes a connection management system in accordance with some aspects of the present technology;

CLAIMS

1. A computer-implemented method comprising:
 - receiving a communication, wherein the communication includes one or more words, and wherein a device associated with the communication is associated with one or more actions including an action;
 - automatically parsing the communication to identify one or more operative words that correspond to the action associated with the device;
 - identifying an intent associated with the one or more operative words, wherein the intent defines the action;
 - facilitating annotation of the intent, wherein annotation defines a quality of an association between the communication and the intent;
 - calculating a metric for the intent based on the quality of the association such that the metric is dependent upon a plurality of communications associated with the intent and one or more agent profiles, and using the metric to match the communication with a terminal device of an agent profile; and
 - facilitating an interaction between the device associated with the communication and the agent profile terminal device.
2. The computer-implemented method of claim 1, wherein the communication is in natural language.
3. The computer-implemented method of claim 1, wherein the one or more operative words are identified by comparing the one or more operative words to one or more known operative words in a database.
4. The computer-implemented method of claim 1, wherein the intent associated with the one or more operative words is identified through stored associations in a database.

5. The computer-implemented method of claim 1, further comprising:
retrieving one or more agent profiles based on the intent and the metric, wherein the one or more agents profiles are each associated with an agent and a terminal device.

6. The computer-implemented method of claim 5, further comprising selecting an agent profile of the one or more agent profiles, wherein the agent profile is selected based on a correlation of the agent profile to the intent and the annotation.

7. The computer-implemented method of claim 6, further comprising routing the communication.

8. A computer-program product tangibly embodied in a non-transitory machine-readable storage medium, including instructions that, when executed by one or more processors, cause the one or more processors to perform operations including:

receiving a communication from a device, wherein the communication includes one or more words, and wherein the device is associated with one or more actions;

automatically parsing the communication to identify one or more operative words that correspond to the action associated with the device;

identifying an intent associated with the one or more operative words, wherein the intent defines the action;

facilitating annotation of the intent, wherein annotation defines a quality of an association between the communication and the intent;

calculating a metric for the intent based on the quality of the association such that the metric is dependent upon a plurality of communications associated with the intent and one or more agent profiles, and using the metric to match the communication with a terminal device of an agent profile; and

facilitating an interaction between the device associated with the communication and the agent profile terminal device.

9. The computer-program product of claim 8, wherein the communication is in natural language.

10. The computer-program product of claim 8, wherein the one or more operative words are identified by comparing the one or more operative words to one or more known operative words in a database.

11. The computer-program product of claim 8, wherein the intent associated with the one or more operative words is identified through stored associations in a database.

12. The computer-program product of claim 8, wherein the operations further include: retrieving one or more agent profiles based on the intent and the metric, wherein the one or more agents profiles are each associated with an agent and a terminal device.

13. The computer-program product of claim 12, wherein the operations further include:

selecting an agent profile of the one or more agent profiles, wherein the agent profile is selected based on a correlation of the agent profile to the intent and the annotation.

14. The computer-program product of claim 13, wherein the operations further include:

routing the communication.

15. A system comprising:

one or more processors; and

one or more non-transitory machine-readable storage media containing instructions that, when executed on the one or more processors, cause the one or more processors to perform operations including:

receiving a communication from a device, wherein the communication includes one or more words, and wherein the device is associated with one or more actions;

automatically parsing the communication to identify one or more operative words that correspond to the action associated with the device;

identifying an intent associated with the one or more operative words, wherein the intent defines the action;

facilitating annotation of the intent, wherein annotation defines a quality of an association between the communication and the intent;

calculating a metric for the intent based on the quality of the association such that the metric is dependent upon a plurality of communications associated with the intent and one or more agent profiles, and using the metric to match the communication with a terminal device of an agent profile; and

facilitating an interaction between the device associated with the communication and the agent profile terminal device.

16. The system of claim 15, wherein the communication is in natural language.

17. The system of claim 15, wherein the one or more operative words are identified by comparing the one or more operative words to one or more known operative words in a database.

18. The system of claim 15, wherein the intent associated with the one or more operative words is identified through stored associations in a database.

19. The system of claim 15, wherein the operations further include:
retrieving one or more agent profiles based on the intent and the metric, wherein the one or more agents profiles are each associated with an agent and a terminal device.

20. The system of claim 19, wherein the operations further include:
selecting an agent profile of the one or more agent profiles, wherein the agent profile is selected based on a correlation of the agent profile to the intent and the annotation.