

CLAIMS

WHAT IS CLAIMED IS:

1. A computer-implemented method comprising:
 - receiving one or more responses associated with a question, wherein the responses received from one or more client devices;
 - publishing the question and at least one of the answers to a device of a user, wherein the question and the at least one answer are selected for the user based on one or more characteristics of the user, the at least one answer associated with at least one of the client devices;
 - receiving a follow up request from the user device, wherein the follow up request solicits further information about the at least one answer; and
 - facilitating a communication session between the user device and the at least one client device based on the follow up request.
2. The method of claim 1, wherein the question and at least one of the responses are received from a same one of the client device.
3. The method of claim 1, further comprising receiving input regarding the question, the input received from one of the client devices.
4. The method of claim 3, wherein a menu of one or more questions is presented to the client device, and wherein the input includes a selection from the menu.
5. The method of claim 1, wherein the question is selected further based on one or more predetermined criteria.
6. The method of claim 1, wherein publishing the question and the at least one answer includes generating a graphical interface.

7. The method of claim 6, wherein the graphical interface is initially associated with a communication session between the user device and a bot.
8. The method of claim 6, wherein facilitating the communication session between the user device and the at least one client device includes switching from the communication session with the bot to the communication session with the at least one client device..
9. The method of claim 8, further comprising switching back to the communication session with the bot when the communication session with the at least one client device is closed.
10. The method of claim 1, wherein receiving the follow up request includes a selection from a menu of follow up options.
11. The method of claim 1, further comprising providing a timer that tracks a time of the communication session between the user device and the at least one client device.
12. The method of claim 10, further comprising determining an amount of payment due based on the tracked time.
13. The method of claim 1, further comprising receiving a rating from the user device, wherein the rating is associated with the at least one client device.
14. The method of claim 1, wherein the communication session is configured so that a type of information associated with the at least one client device is not shown.
15. The method of claim 1, further comprising storing information regarding the communication session in association with historical data.
16. The method of claim 14, further comprising initiating one or more subsequent communication sessions based on the historical data.

17. A system comprising:

a communication interface that communicates over a communication network, wherein the communication interface:

receives one or more responses associated with a question, wherein the responses received from one or more client devices;

publishes the question and at least one of the answers to a device of a user, wherein the question and the at least one answer are selected for the user based on one or more characteristics of the user, the at least one answer associated with at least one of the client devices; and

receives a follow up request from the user device, wherein the follow up request solicits further information about the at least one answer; and

a processor that executes instructions stored in memory to facilitate a communication session between the user device and the at least one client device based on the follow up request.

18. A non-transitory, computer-readable storage medium, having embodied thereon a program executable by a processor to perform a method comprising:

receiving one or more responses associated with a question, wherein the responses received from one or more client devices;

publishing the question and at least one of the answers to a device of a user, wherein the question and the at least one answer are selected for the user based on one or more characteristics of the user, the at least one answer associated with at least one of the client devices;

receiving a follow up request from the user device, wherein the follow up request solicits further information about the at least one answer; and

facilitating a communication session between the user device and the at least one client device based on the follow up request.