

ARTIFICIAL INTELLIGENCE DIGITAL AGENT

ABSTRACT

Implementations are directed to receiving communication data from a device, the communication data including data input by a user of the device, receiving text data based on the communication data, providing an intent set and an entity set based on processing the text data through an artificial intelligence service, the intent set including one or more intents indicated in the text data, the entity set including one or more entities indicated in the text data, the artificial intelligence service implementing a convolution neural networks (CNN), identifying a set of actions based on one or more of the text data, the intent set, and the entity set, receiving a set of results including at least one result from executing an action of the set of actions, providing result data, and transmitting the result data to the device.

Fig. 2