~~CLAIMS~~

~~1. A system for matching user requirements, characteristics and service actualization in real time to decrease error rate of actualization of service slots, maximize utilization of the service slots by a plurality of users, maximize utilization of time of the plurality of users, and minimize wait time for the plurality of users, the system comprising:~~

~~an estimator, for determining static and dynamic characteristics within a demand and supply landscape of one of the plurality of users in response to one or more service slots and one or more queues of the one or more service slots and for determining static and dynamic characteristics of other ones of the plurality of users in response to the one or more service slots and the one or more queues of the one or more service slots; and~~

~~a placeholder mechanism for placeholding one or more service slots in response to ones of the plurality of users,~~

~~wherein the probability of actualization of the one or more of service slots corresponds to a likelihood of the one or more service slots being utilized by ones of the plurality of users,~~

~~wherein the placeholder mechanism placeholds the one or more service slots in response to one or more criteria selected from the group of (a) holding or changing or actualizing the one or more service slots corresponding to ones of the plurality of users in response to the probability of actualization of the static and dynamic characteristics determined by the estimator and (b) holding or changing or actualizing the one or more of the service slots corresponding to ones of the plurality of users in response to the probability of actualization determined in response to an input of the one of a plurality of users, and~~

~~wherein the one or more of service slots have at least one parameter in a plurality of parameters associated therewith indicating that it is a preferred one of the one or more service slots~~

and one or more queues of the one or more service slots corresponding to ones of the plurality of users and indicating that it is one or more service slots corresponding to the ones of the plurality of users.

2. The system in accordance with Claim 1 wherein the placeholder mechanism hold or changes the one or more service slots by holding at least one of the one or more service slots, releasing at least one of the one or more service slots, aborting at least one of the one or more service slots, swapping ones of the one or more service slots or actualizing at least one of the one or more of service slots in response to either the static and dynamic characteristics of the demand and supply landscape corresponding to ones of the plurality of users or variability criteria, wherein the variability criteria comprises limits to changes by the placeholder mechanism.

3. The system in accordance with Claim 1 wherein the static and dynamic characteristics of the demand and supply landscape for the plurality of users further comprises at least one parameter selected from (a) configured information of one of the plurality of users, (b) historical information of one of the plurality of users, (c) ones of the plurality of users having similar characteristics, (d) associations between ones of the plurality of users, and (e) real time characteristics,

wherein the static and dynamic characteristics of the demand and supply landscape comprises one or more criteria selected from the group of indications including an indication of a demand within a plurality of demands corresponding to a probability of actualization by the one of the plurality of users of the one or more service slots or the one or more queues of the one or more service slots and an indication of supply of the one or more service slots in the plurality of service slots corresponding to a probability of actualization by the one of the plurality of users of the one or more service slots or the one or more queues of the one or more service slots.

4. The system in accordance with Claim 3 wherein the real time characteristics for the plurality of users comprise one or more criteria selected from the group comprising user's characteristics related to one or more service slots, provider's characteristics related to one or more service slots, provider's agent characteristics related to one or more service slots, system user's characteristics related to one or more service slots, and characteristics in response to Inducing factors corresponding to one or more of the service slots,

wherein the user's characteristics related to one or more service slots include information on probability of actualization of the one or more service slots or one or more queues of the one or more service slots,

wherein the provider's characteristics related to one or more service slots include information on probability of wait time associated with the one or more of the service slots or one or more queues of the one or more service slots,

wherein the provider agent's characteristics related to one or more service slots include information on probability of actualization of the one or more of the service slots or one or more of queues of the one or more service slots,

wherein the system user's characteristics for one of the plurality of system users comprise one or more criteria selected from system user's characteristics including information on probability of actualization of other one or more of the service slots or other one or more queues of the service slots, and wherein the other one or more of the service slots comprise one or more of the service slots or other one or more queues of the service slots for which it is an assigned or placed slot or is a non-assigned or non-placed slot for the one of the plurality of system users it is an assigned or placed slot or is a non-assigned or non-placed slot, wherein the inducing factors comprise one or more actions related to actualizing the service slots and releasing assigned ones of the service slots, and

wherein the probability of wait time of one or more of service slots corresponds to likelihood of wait time of the one or more of the service slots.

5. The system in accordance with Claim 1 wherein the estimator generates the probability of actualization of one or more of the plurality of users of one or more of the service slots in response to criteria having at least one parameter corresponding to time, day, month, weather, traffic, locations, preference, need, state, cycle time of the one or more of the plurality of users of the one or more of the service slots, modes of transportation of the one or more of the plurality of users of the one or more of the service slots, locations of the one or more of the plurality of users of the one or more of the service slots, similar characteristics of one or more of the plurality of users of the one or more of the service slots, and interactions of one or more of the plurality of users of the one or more of the service slots,

wherein the interaction comprises at least one interaction selected from the group comprising a user input by one or more of the plurality of users of the one or more of the service slots, pushed information from one or more of the plurality of users of one or more of the service slots and pulled information from one or more of the plurality of users of one or more of the service slots.

6. The system in accordance with Claim 2 wherein the estimator and the placeholder mechanism generate the variability criteria for placeholding in response to real time characteristics of one or more of the plurality of users of one or more of the service slots,

wherein the variability criteria comprises one or more criteria selected from the group comprising a plurality of time periods corresponding to one or more service slots in response to time of placement of the one or more of the plurality of users and service time of the one or more service slots associated with enabling the placeholding, a plurality of time periods corresponding to one or more service slots in response to current time of interaction of the one or more of the plurality of users and

service time of the one or more service slots associated with enabling the placeholding, a plurality of time periods corresponding to one or more service slots in response to estimated time of arrival of the one or more of the plurality of users and service time of the one or more service slots associated with enabling the placeholding, characteristics of the demand and supply landscape in response to one or more service slots for placeholding, priority for placeholding of the one or more of the plurality of users in response to one or more service slots, weight of utilization of one or more service slots in response to one or more of the plurality of users placed in one or more service slots or one of the queues of one or more service slots, and weight of utilization of one or more service slots in response to one or more of the plurality of users not placed in one or more service slots or one of the queues of one or more service slots,

wherein the estimated time of arrival of the one or more of the plurality of users of the one or more service slots is determined in response to at least one of the parameters in the plurality of parameters corresponding to the estimate from the estimator, and from the input from the one or more of the plurality of users, and

wherein the weight of utilization of one or more of the service slots is determined in response to the one or more of the plurality of users associated with the probability of actualization of the one or more service slots by the one or more of the plurality of users.

7. The system in accordance with Claim 1 wherein the estimator generates embedded compensation in response to real time characteristics of the ones of the plurality of users corresponding to the one or more service slots, the embedded compensation criteria selected from the group comprising static and dynamic user characteristics of ones of the plurality of users corresponding to one or more of the service slots, static and dynamic user characteristics of other ones of the plurality of users corresponding to one or more of the service slots, and characteristics of the demand and supply

~~landscape in response to one or more service slots or one or more queues of the one or more service slots.~~

~~8. The system in accordance with Claim 2 further comprising an intervention and adaptation engine coupled to the estimator and providing interactions and information of ones of the plurality of users in response to the one or more service slots,~~

~~wherein the interactions and information of ones of the plurality of users comprise one or more criteria selected from the group comprising information pushed to one or more of the plurality of users indicating probability of actualization of the one or more of the plurality of users, information pulled from one or more of the plurality of users indicating probability of actualization of the one or more of the plurality of users, information pushed to one or more of the plurality of users indicating the variability criteria of the one or more of the plurality of users, interactions corresponding to the exchange of information in response to one or more service slots of the one or more of the plurality of users, probability of wait time of the one or more service slots, characteristics of demand and supply of the one or more service slots, available service slots, and time information of the one or more service slots.~~

~~9. The system in accordance with Claim 8 wherein the intervention and adaptation engine generates inducing factors corresponding to ones of the plurality of users in response to the one or more service slots, and wherein the inducing factors comprise one or more actions related to actualizing the one or more service slots and releasing the one or more service slots.~~

10. The system in accordance with Claim 1 wherein the estimator initially generates a master matrix without any historical data of the plurality of users and thereafter updates the master matrix in response to the static and dynamic characteristics of each of the plurality of users.

11. The system in accordance with Claim 1 further comprising a recommender engine coupled to the estimator for generating time realizable service slots for ones of the plurality of users in response to the probability of actualization for one or more of the service slots.

12. The system in accordance with Claim 3 wherein the placeholder mechanism placeholds one or more of the service slots within the queue of service slots in response to embedded compensation criteria corresponding to the plurality of users, wherein the embedded compensation criteria is selected from criteria including static and dynamic user characteristics of ones of the plurality of users corresponding one or more service slots, static and dynamic user characteristics of other ones of the plurality of users corresponding one or more service slots, and characteristics of the demand and supply landscape in response to one or more service slots or one or more queues of the one or more service slots.

13. A method for matching user requirements, characteristics and service actualization in real time to decrease error rate of actualization of service slots, maximize utilization of the service slots by a plurality of users, maximize utilization of time of the plurality of users, and minimize wait time for the plurality of users, the method comprising:

determining static and dynamic characteristics within a demand and supply landscape of one of the plurality of users in response to one or more service slots and one or more queues of the one or more service slots and for determining static and dynamic characteristics of other ones of the plurality

~~of users in response to the one or more service slots and the one or more queues of the one or more service slots; and~~

~~placeholding one or more service slots in response to ones of the plurality of users and in response to one or more criteria selected from the group of (a) holding or changing or actualizing the one or more service slots corresponding to ones of the plurality of users in response to the probability of actualization of the static and dynamic characteristics determined by the estimator and (b) holding or changing or actualizing the one or more of the service slots corresponding to ones of the plurality of users in response to the probability of actualization determined in response to an input of the one of a plurality of users,~~

~~wherein the probability of actualization of the one or more of service slots corresponds to a likelihood of the one or more service slots being utilized by ones of the plurality of users, and~~

~~wherein the one or more of service slots have at least one parameter in a plurality of parameters associated therewith indicating that it is a preferred one of the one or more service slots and one or more queues of the one or more service slots corresponding to ones of the plurality of users and indicating that it is one or more service slots corresponding to the ones of the plurality of users.~~

~~14. The method in accordance with Claim 13 wherein the criteria of holding or changing the one or more service slots includes holding or changing the one or more service slots by holding at least one of the one or more service slots, releasing at least one of the one or more service slots, aborting at least one of the one or more service slots, swapping ones of the one or more service slots or actualizing at least one of the one or more of service slots in response to either the static and dynamic characteristics of the demand and supply landscape corresponding to ones of the plurality of users or variability criteria, wherein the variability criteria comprises limits to changes by the placeholder mechanism.~~

15. The method in accordance with Claim 13 wherein determining the probability of actualization determined in response to an input of the one of a plurality of users comprises determining the probability of actualization of one or more of the plurality of users of one or more of the service slots in response to criteria having at least one parameter corresponding to time, day, month, weather, traffic, locations, preference, need, state, cycle time of the one or more of the plurality of users of the one or more of the service slots, modes of transportation of the one or more of the plurality of users of the one or more of the service slots, locations of the one or more of the plurality of users of the one or more of the service slots, similar characteristics of one or more of the plurality of users of the one or more of the service slots, and interactions of one or more of the plurality of users of the one or more of the service slots,

wherein the interaction comprises at least one interaction selected from the group comprising a user input by one or more of the plurality of users of the one or more of the service slots, pushed information from one or more of the plurality of users of one or more of the service slots and pulled information from one or more of the plurality of users of one or more of the service slots.

16. The method in accordance with Claim 13 wherein the static and dynamic characteristics of the demand and supply landscape for the plurality of users further comprises at least one parameter selected from (a) configured information of one of the plurality of users, (b) historical information of one of the plurality of users, (c) ones of the plurality of users having similar characteristics, (d) associations between ones of the plurality of users, and (e) real time characteristics,

wherein the static and dynamic characteristics of the demand and supply landscape comprise one or more criteria selected from the group of indications including an indication of a demand within a plurality of demands corresponding to a probability of actualization by the one of the plurality of users

of the one or more service slots or the one or more queues of the one or more service slots and an indication of supply of the one or more service slots in the plurality of service slots corresponding to a probability of actualization by the one of the plurality of users of the one or more service slots or the one or more queues of the one or more service slots,

wherein the real time characteristics for the plurality of users comprise one or more criteria selected from the group comprising user's characteristics related to one or more service slots, provider's characteristics related to one or more service slots, provider's agent characteristics related to one or more service slots, system user's characteristics related to one or more service slots, and characteristics in response to Inducing factors corresponding to one or more of the service slots,

wherein the user's characteristics related to one or more service slots include information on probability of actualization of the one or more service slots or one or more queues of the one or more service slots,

wherein the provider's characteristics related to one or more service slots include information on probability of wait time associated with the one or more of the service slots or one or more queues of the one or more service slots,

wherein the provider agent's characteristics related to one or more service slots include information on probability of actualization of the one or more of the service slots or one or more of queues of the one or more service slots,

wherein the system user's characteristics for one of the plurality of system users comprise one or more criteria selected from system user's characteristics including information on probability of actualization of other one or more of the service slots or other one or more queues of the service slots, and wherein the other one or more of the service slots comprise one or more of the service slots or other one or more queues of the service slots for which it is an assigned or placed slot or is a non-assigned or non-placed slot for the one of the plurality of system users it is an assigned or placed slot or

~~is a non-assigned or non-placed slot, wherein the inducing factors comprise one or more actions related to actualizing the service slots and releasing assigned ones of the service slots,~~

~~and~~

~~wherein the probability of wait time of one or more of service slots corresponds to likelihood of wait time of the one or more of the service slots.~~

~~17. The method in accordance with Claim 14 comprising generating the variability criteria for placeholding in response to real time characteristics of one or more of the plurality of users of one or more of the service slots,~~

~~wherein the variability criteria comprises one or more criteria selected from the group comprising a plurality of time periods corresponding to one or more service slots in response to time of placement of the one or more of the plurality of users and service time of the one or more service slots associated with enabling the placeholding, a plurality of time periods corresponding to one or more service slots in response to current time of interaction of the one or more of the plurality of users and service time of the one or more service slots associated with enabling the placeholding, a plurality of time periods corresponding to one or more service slots in response to estimated time of arrival of the one or more of the plurality of users and service time of the one or more service slots associated with enabling the placeholding, characteristics of the demand and supply landscape in response to one or more service slots for placeholding, priority for placeholding of the one or more of the plurality of users in response to one or more service slots, weight of utilization of one or more service slots in response to one or more of the plurality of users placed in one or more service slots or one of the queues of one or more service slots, and weight of utilization of one or more service slots in response to one or more of the plurality of users not placed in one or more service slots or one of the queues of one or more service slots,~~

~~wherein the estimated time of arrival of the one or more of the plurality of users of the one or more service slots is determined in response to at least one of the parameters in the plurality of parameters corresponding to the estimate from the estimator, and from the input from the one or more of the plurality of users, and~~

~~wherein the weight of utilization of one or more of the service slots is determined in response to the one or more of the plurality of users associated with the probability of actualization of the one or more service slots by the one or more of the plurality of users.~~

~~18. The method in accordance with Claim 13 further comprising generating embedded compensation in response to real time characteristics of the ones of the plurality of users corresponding to the one or more service slots, the embedded compensation criteria selected from the group comprising static and dynamic user characteristics of ones of the plurality of users corresponding to one or more of the service slots, static and dynamic user characteristics of other ones of the plurality of users corresponding to one or more of the service slots, and characteristics of the demand and supply landscape in response to one or more service slots or one or more queues of the one or more service slots.~~

~~19. The method in accordance with Claim 14 further comprising generating interactions and information of ones of the plurality of users in response to the one or more service slots,~~

~~wherein the interactions and information of ones of the plurality of users comprise one or more criteria selected from the group comprising information pushed to one or more of the plurality of users indicating probability of actualization of the one or more of the plurality of users, information pulled from one or more of the plurality of users indicating probability of actualization of the one or more of the plurality of users, information pushed to one or more of the plurality of users indicating the~~

variability criteria of the one or more of the plurality of users, interactions corresponding to the exchange of information in response to one or more service slots of the one or more of the plurality of users, probability of wait time of the one or more service slots, characteristics of demand and supply of the one or more service slots, available service slots, and time information of the one or more service slots.

20. The method in accordance with Claim 19 further comprising the steps of generating inducing factors corresponding to ones of the plurality of users in response to the one or more service slots, and wherein the inducing factors comprise one or more actions related to actualizing the one or more service slots and releasing the one or more service slots.

21. The method in accordance with Claim 13 comprising initially generating a master matrix without any historical data of the plurality of users, and

wherein the determination step thereafter updates the master matrix in response to the static and dynamic characteristics of each of the plurality of users.

22. The method in accordance with Claim 13 further comprising the steps of generating time realizable service slots for ones of the plurality of users in response to the probability of actualization for one or more of the service slots.

23. The method in accordance with Claim 16 wherein the placeholding one or more of the service slots within the queue of service slots comprises placeholding one or more of the service slots within the queue of service slots in response to embedded compensation criteria corresponding to the plurality of users, wherein the embedded compensation criteria is selected from criteria including static

and dynamic user characteristics of ones of the plurality of users corresponding one or more service slots, static and dynamic user characteristics of other ones of the plurality of users corresponding one or more service slots, and characteristics of the demand and supply landscape in response to one or more service slots or one or more queues of the one or more service slots.

24. A non-transitory computer readable storage medium configured to store instructions that, when executed, perform functions for matching user requirements, characteristics and service actualization in real time to decrease error rate of actualization of service slots, maximize utilization of the service slots by a plurality of users, maximize utilization of time of the plurality of users, and minimize wait time for the plurality of users comprising:

determining static and dynamic characteristics within a demand and supply landscape of one of the plurality of users in response to one or more service slots and one or more queues of the one or more service slots and for determining static and dynamic characteristics of other ones of the plurality of users in response to the one or more service slots and the one or more queues of the one or more service slots; and

placeholding one or more service slots in response to ones of the plurality of users and in response to one or more criteria selected from the group of (a) holding or changing or actualizing the one or more service slots corresponding to ones of the plurality of users in response to the probability of actualization of the static and dynamic characteristics determined by the estimator and (b) holding or changing or actualizing the one or more of the service slots corresponding to ones of the plurality of users in response to the probability of actualization determined in response to an input of the one of a plurality of users,

wherein the probability of actualization of the one or more of service slots corresponds to a likelihood of the one or more service slots being utilized by ones of the plurality of users, and

~~wherein the one or more of service slots have at least one parameter in a plurality of parameters associated therewith indicating that it is a preferred one of the one or more service slots and one or more queues of the one or more service slots corresponding to ones of the plurality of users and indicating that it is one or more service slots corresponding to the ones of the plurality of users.~~

CLAIMS

1. A system for matching user requirements, characteristics and service actualization in real time to decrease error rate of actualization of service slots, maximize utilization of the service slots by a plurality of users, maximize utilization of time of the plurality of users, and minimize wait time for the plurality of users, the system comprising:

an estimator, for determining static and dynamic characteristics within a demand and supply landscape of at least one of the plurality of users in response to one or more service slots and one or more queues of the one or more service slots and for determining static and dynamic characteristics of at least one of other ones of the plurality of users in response to the one or more service slots and the one or more queues of the one or more service slots;

a means for presenting information associated with probability of actualization in response to one or more criteria selected from the group of (a) one or more of the at least one of the plurality of users in response to one or more service slots and one or more queues of the one or more service slots and (b) one or more of the at least one of the other ones of the plurality of users in response to one or more service slots and one or more queues of the one or more service slots; and

a placeholder mechanism for placeholding the one or more service slots in response to one or more criteria selected from the group of (a) corresponding to the one or more of the at least one of the plurality of users and (b) corresponding to the one or more of the at least one of the other ones of the plurality of users,

wherein the probability of actualization of the one or more of service slots comprises one or more criteria selected from the group of (a) corresponds to a likelihood of the one or more service slots being utilized by the at least one of the plurality of users, and (b) corresponds to a likelihood of the one or more service slots being utilized by the at least one of other ones of the plurality of users,

wherein the presented information associated with the probability of actualization comprises one or more indications selected from the group of indications of (a) indicating the one or more of service slots in response to the one or more of the at least one of the plurality of users is available for placeholding, (b) indicating the one or more of service slots in response to the one or more of the at least one of the other ones of the plurality of users is available for placeholding, (c) indicating the one or more of service slots in response to the one or more of the at least one of the plurality of users is not available for placeholding, (d) indicating the one or more of service slots in response to the one or more of the at least one of the other ones of the plurality of users is not available for placeholding, (e) indicating the one or more of service slots in response to the one or more of the at least one of the plurality of users for placeholding corresponding to variability criteria or information, wherein the variability criteria or information comprises limits to changes by the placeholder mechanism, (f) indicating information corresponding to placeholding of the one or more of service slots in response to the one or more of the at least one of the plurality of users, and (g) indicating information corresponding to placeholding of the one or more of service slots in response to the one or more of the at least one of the other ones of the plurality of users,

wherein the placeholder mechanism placeholds the one or more service slots in response to one or more criteria selected from the group of (a) placing or holding or changing or aborting or actualizing the one or more service slots corresponding to the one or more of the at least one of the plurality of users in response to the probability of actualization of the static and dynamic characteristics determined by the estimator, (b) placing or holding or changing or aborting or actualizing the one or more of the service slots corresponding to the one or more of the at least one of the plurality of users in response to the probability of actualization determined in response to an input of the one or more of the at least one of the plurality of users, (c) placing or holding or changing or aborting or actualizing the one or more service slots corresponding to the one or more of the at least one of the other ones of the plurality of

users in response to the probability of actualization of the static and dynamic characteristics determined by the estimator and (d) placing or holding or changing or aborting or actualizing the one or more of the service slots corresponding to the one or more of the at least one of the other ones of the plurality of users in response to the probability of actualization determined in response to an input of the one or more of the at least one of the plurality of users,

wherein the one or more of service slots have at least one parameter in a plurality of parameters associated therewith indicating that it is a preferred one of the one or more service slots and one or more queues of the one or more service slots corresponding to the one or more of the at least one of the plurality of users, indicating that it is one or more service slots corresponding to the one or more of the at least one of the plurality of users, indicating that it is a preferred one of the one or more service slots and one or more queues of the one or more service slots corresponding to the one or more of the at least one of the other ones of the plurality of users and indicating that it is one or more service slots corresponding to the one or more of the at least one of the other ones of the plurality of users.

2. The system in accordance with Claim 1 wherein the placeholder mechanism place or hold or changes the one or more service slots by placing at least one of the one or more service slots, holding at least one of the one or more service slots, releasing at least one of the one or more service slots, aborting at least one of the one or more service slots, swapping ones of the one or more service slots or actualizing at least one of the one or more of service slots in response to one or more criteria selected from the group of (a) in response to the static and dynamic characteristics of the demand and supply landscape corresponding to the one or more of the at least one of the plurality of users, (b) in response to the static and dynamic characteristics of the demand and supply landscape corresponding the one or more of the at least one of the other ones of the plurality of users, (c) in response to

variability criteria, wherein the variability criteria comprises limits to changes by the placeholder mechanism.

3. The system in accordance with Claim 1 wherein the static and dynamic characteristics of the demand and supply landscape for the at least one of the plurality of users further comprises at least one parameter selected from (a) configured information of the at least one of the plurality of users, (b) historical information of the at least one of the plurality of users, (c) the at least one of the plurality of users having similar characteristics, (d) associations between the at least one of the plurality of users, and (e) real time characteristics,

wherein the static and dynamic characteristics of the demand and supply landscape comprises one or more criteria selected from the group of indications including an indication of a demand within a plurality of demands corresponding to a probability of actualization by the at least one of the plurality of users of the one or more service slots or the one or more queues of the one or more service slots and an indication of supply of the one or more service slots in the plurality of service slots corresponding to a probability of actualization by the at least one of the plurality of users of the one or more service slots or the one or more queues of the one or more service slots.

4. The system in accordance with Claim 3 wherein the real time characteristics for the at least one of the plurality of users comprise one or more criteria selected from the group comprising user's characteristics related to one or more service slots, provider's characteristics related to one or more service slots, provider's agent characteristics related to one or more service slots, system user's characteristics related to one or more service slots, and characteristics in response to Inducing factors corresponding to one or more of the service slots,

wherein the user's characteristics related to one or more service slots include information on probability of actualization of the one or more service slots or one or more queues of the one or more service slots,

wherein the provider's characteristics related to one or more service slots include information on probability of wait time associated with the one or more of the service slots or one or more queues of the one or more service slots,

wherein the provider agent's characteristics related to one or more service slots include information on probability of actualization of the one or more of the service slots or one or more of queues of the one or more service slots,

wherein the system user's characteristics for the at least one of the plurality of users of system users comprise one or more criteria selected from system user's characteristics including information on probability of actualization of other one or more of the service slots or other one or more queues of the service slots, and wherein the other one or more of the service slots comprise one or more of the service slots or other one or more queues of the service slots for which it is an assigned or placed slot or is a non-assigned or non-placed slot for the at least one of the plurality of system users it is an assigned or placed slot or is a non-assigned or non-placed slot, wherein the inducing factors comprise one or more actions related to actualizing the service slots and releasing assigned ones of the service slots, and

wherein the probability of wait time of one or more of service slots corresponds to likelihood of wait time of the one or more of the service slots.

5. The system in accordance with Claim 1 wherein the estimator generates the probability of actualization of the at least one of the plurality of users of one or more of the service slots in response to criteria having at least one parameter corresponding to time, day, month, weather, traffic, locations, preference, need, state, cycle time of the at least one of the plurality of users of the one or more of the service slots, modes of transportation of the at least one of the plurality of users of the one or more of the service slots, locations of the at least one of the plurality of users of the one or more of the service slots, similar characteristics of the at least one of the plurality of users of the one or more of

the service slots, and interactions of the at least one of the plurality of users of the one or more of the service slots,

wherein the interactions comprises at least one interaction selected from the group comprising a user input by the one or more of the at least one of the plurality of users of the one or more of the service slots, pushed information from the one or more of the at least one of the plurality of users of one or more of the service slots and pulled information from the one or more of the at least one of the plurality of users of one or more of the service slots.

6. The system in accordance with Claim 2 wherein the estimator and the placeholder mechanism generate the variability criteria for placeholding in response to real time characteristics of the one or more of the at least one of the plurality of users of one or more of the service slots,

wherein the variability criteria comprises one or more criteria selected from the group comprising a plurality of time periods corresponding to one or more service slots in response to time of placement of the one or more of the at least one of the plurality of users and service time of the one or more service slots associated with enabling the placeholding, a plurality of time periods corresponding to one or more service slots in response to current time of interaction of the one or more of the at least one of the plurality of users and service time of the one or more service slots associated with enabling the placeholding, a plurality of time periods corresponding to one or more service slots in response to estimated time of arrival of the one or more of the at least one of the plurality of users and service time of the one or more service slots associated with enabling the placeholding, characteristics of the demand and supply landscape in response to one or more service slots for placeholding, priority for placeholding of the one or more of the at least one of the plurality of users in response to one or more service slots, weight of utilization of one or more service slots in response to the one or more of the at least one of the plurality of users placed in one or more service slots or one of the queues of one or

more service slots, and weight of utilization of one or more service slots in response to the one or more of the at least one of the plurality of users not placed in one or more service slots or one of the queues of one or more service slots,

wherein the estimated time of arrival of the one or more of the at least one of the plurality of users of the one or more service slots is determined in response to at least one of the parameters in the plurality of parameters corresponding to the estimate from the estimator, and from the input from the one or more of the at least one of the plurality of users, and

wherein the weight of utilization of one or more of the service slots is determined in response to the one or more of the at least one of the plurality of users associated with the probability of actualization of the one or more service slots by the one or more of the at least one of the plurality of users.

7. The system in accordance with Claim 1 wherein the estimator generates embedded compensation in response to real time characteristics of the at least one of the plurality of users corresponding to the one or more service slots, the embedded compensation criteria selected from the group comprising static and dynamic user characteristics of the at least one of the plurality of users corresponding to one or more of the service slots, static and dynamic user characteristics of the least one of other ones of the plurality of users corresponding to one or more of the service slots, and characteristics of the demand and supply landscape in response to one or more service slots or one or more queues of the one or more service slots.

8. The system in accordance with Claim 2 further comprising an intervention and adaptation engine coupled to the estimator and providing interactions and information of the one or more of the at least one of the plurality of users in response to the one or more service slots,

wherein the interactions and information of the one or more of the at least one of the plurality of users comprise one or more criteria selected from the group comprising information pushed to the one or more of the at least one of the plurality of users indicating probability of actualization of the one or more of the at least one of the plurality of users, information pulled from the one or more of the at least one of the plurality of users indicating probability of actualization of the one or more of the at least one of the plurality of users, information pushed to the one or more of the at least one of the plurality of users indicating the variability criteria of the one or more of the at least one of the plurality of users, interactions corresponding to the exchange of information in response to one or more service slots of the one or more of the at least one of the plurality of users, probability of wait time of the one or more service slots, characteristics of demand and supply of the one or more service slots, available service slots, and time information of the one or more service slots.

9. The system in accordance with Claim 8 wherein the intervention and adaptation engine generates inducing factors corresponding to the one or more of the at least one of the plurality of users in response to the one or more service slots, and wherein the inducing factors comprise one or more actions related to actualizing the one or more service slots and releasing the one or more service slots.

10. The system in accordance with Claim 1 wherein the estimator initially generates a master matrix without any historical data of the at least one of the plurality of users and thereafter updates the master matrix in response to the static and dynamic characteristics of each of the plurality of users.

11. The system in accordance with Claim 1 further comprising a recommender engine coupled to the estimator for generating time realizable service slots for the at least one of the plurality of users in response to the probability of actualization for one or more of the service slots.

12. The system in accordance with Claim 3 wherein the placeholder mechanism placeholds one or more of the service slots within the queue of service slots in response to embedded compensation criteria corresponding to the at least one of the plurality of users, wherein the embedded compensation criteria is selected from criteria including static and dynamic user characteristics of the at least one of the plurality of users corresponding one or more service slots, static and dynamic user characteristics of the at least one of other ones of the plurality of users corresponding one or more service slots, and characteristics of the demand and supply landscape in response to one or more service slots or one or more queues of the one or more service slots.

13. A method for matching user requirements, characteristics and service actualization in real time to decrease error rate of actualization of service slots, maximize utilization of the service slots by a plurality of users, maximize utilization of time of the plurality of users, and minimize wait time for the plurality of users, the method comprising:

determining static and dynamic characteristics within a demand and supply landscape of at least one of the plurality of users in response to one or more service slots and one or more queues of the one or more service slots and for determining static and dynamic characteristics of at least one of other ones of the plurality of users in response to the one or more service slots and the one or more queues of the one or more service slots;

presenting information associated with probability of actualization in response to one or more criteria selected from the group of (a) one or more of the at least one of the plurality of users in response to one or more service slots and one or more queues of the one or more service slots and (b) one or more of the at least one of the other ones of the plurality of users in response to one or more service slots and one or more queues of the one or more service slots; and

placeholding the one or more service slots in response to one or more criteria selected from the group of (a) corresponding to the one or more of the at least one of the plurality of users and (b) corresponding to the one or more of the at least one of the other ones of the plurality of users,

wherein the presented information associated with the probability of actualization comprises one or more indications selected from the group of indications of (a) indicating the one or more of service slots in response to the one or more of the at least one of the plurality of users is available for placeholding, (b) indicating the one or more of service slots in response to the one or more of the at least one of the other ones of the plurality of users is available for placeholding, (c) indicating the one or more of service slots in response to the one or more of the at least one of the plurality of users is not available for placeholding, (d) indicating the one or more of service slots in response to the one or more of the at least one of the other ones of the plurality of users is not available for placeholding, (e) indicating the one or more of service slots in response to the one or more of the at least one of the plurality of users for placeholding corresponding to variability criteria or information, wherein the variability criteria or information comprises limits to changes by the placeholder mechanism, (f) indicating information corresponding to placeholding of the one or more of service slots in response to the one or more of the at least one of the plurality of users, and (g) indicating information corresponding to placeholding of the one or more of service slots in response to the one or more of the at least one of the other ones of the plurality of users,

wherein the placeholder mechanism placeholds the one or more service slots in response to one or more criteria selected from the group of (a) placing or holding or changing or aborting or actualizing the one or more service slots corresponding to the one or more of the at least one of the plurality of users in response to the probability of actualization of the static and dynamic characteristics determined by the estimator, (b) placing or holding or changing or aborting or actualizing the one or more of the service slots corresponding to the one or more of the at least one of the plurality of users in response to

the probability of actualization determined in response to an input of the one or more of the at least one of the plurality of users, (c) placing or holding or changing or aborting or actualizing the one or more service slots corresponding to the one or more of the at least one of the other ones of the plurality of users in response to the probability of actualization of the static and dynamic characteristics determined by the estimator and (d) placing or holding or changing or aborting or actualizing the one or more of the service slots corresponding to the one or more of the at least one of the other ones of the plurality of users in response to the probability of actualization determined in response to an input of the one or more of the at least one of the plurality of users,

wherein the one or more of service slots have at least one parameter in a plurality of parameters associated therewith indicating that it is a preferred one of the one or more service slots and one or more queues of the one or more service slots corresponding to the one or more of the at least one of the plurality of users, indicating that it is one or more service slots corresponding to the one or more of the at least one of the plurality of users, indicating that it is a preferred one of the one or more service slots and one or more queues of the one or more service slots corresponding to the one or more of the at least one of the other ones of the plurality of users and indicating that it is one or more service slots corresponding to the one or more of the at least one of the other ones of the plurality of users.

14. The method in accordance with Claim 13 wherein the placeholder mechanism place or hold or changes the one or more service slots by placing at least one of the one or more service slots, holding at least one of the one or more service slots, releasing at least one of the one or more service slots, aborting at least one of the one or more service slots, swapping ones of the one or more service slots or actualizing at least one of the one or more of service slots in response to one or more criteria selected from the group of (a) in response to the static and dynamic characteristics of the demand and

supply landscape corresponding to the one or more of the at least one of the plurality of users, (b) in response to the static and dynamic characteristics of the demand and supply landscape corresponding the one or more of the at least one of the other ones of the plurality of users, (c) in response to variability criteria, wherein the variability criteria comprises limits to changes by the placeholder mechanism.

15. The method in accordance with Claim 13 wherein determining the probability of actualization determined in response to an input of the at least one of the plurality of users comprises determining the probability of actualization of the at least one of the plurality of users of one or more of the service slots in response to criteria having at least one parameter corresponding to time, day, month, weather, traffic, locations, preference, need, state, cycle time of the at least one of the plurality of users of the one or more of the service slots, modes of transportation of the at least one of the plurality of users of the one or more of the service slots, locations of the at least one of the plurality of users of the one or more of the service slots, similar characteristics of the at least one of the plurality of users of the one or more of the service slots, and interactions of the at least one of the plurality of users of the one or more of the service slots,

wherein the interactions comprises at least one interaction selected from the group comprising a user input by the one or more of the at least one of the plurality of users of the one or more of the service slots, pushed information from the one or more of the at least one of the plurality of users of one or more of the service slots and pulled information the one or more of the at least one of the plurality of users of one or more of the service slots.

16. The method in accordance with Claim 13 wherein the static and dynamic characteristics of the demand and supply landscape for the at least one of the plurality of users further comprises at least one parameter selected from (a) configured information of the at least one of the plurality of users, (b) historical information of the at least one of the plurality of users, (c) the at least one of the plurality of users having similar characteristics, (d) associations between the at least one of the plurality of users, and (e) real time characteristics,

wherein the static and dynamic characteristics of the demand and supply landscape comprises one or more criteria selected from the group of indications including an indication of a demand within a plurality of demands corresponding to a probability of actualization by the at least one of the plurality of users of the one or more service slots or the one or more queues of the one or more service slots and an indication of supply of the one or more service slots in the plurality of service slots corresponding to a probability of actualization by the at least one of the plurality of users of the one or more service slots or the one or more queues of the one or more service slots,

wherein the real time characteristics for the at least one of the plurality of users comprise one or more criteria selected from the group comprising user's characteristics related to one or more service slots, provider's characteristics related to one or more service slots, provider's agent characteristics related to one or more service slots, system user's characteristics related to one or more service slots, and characteristics in response to Inducing factors corresponding to one or more of the service slots,

wherein the user's characteristics related to one or more service slots include information on probability of actualization of the one or more service slots or one or more queues of the one or more service slots,

wherein the provider's characteristics related to one or more service slots include information on probability of wait time associated with the one or more of the service slots or one or more queues of the one or more service slots,

wherein the provider agent's characteristics related to one or more service slots include information on probability of actualization of the one or more of the service slots or one or more of queues of the one or more service slots,

wherein the system user's characteristics for the at least one of the plurality of system users comprise one or more criteria selected from system user's characteristics including information on probability of actualization of other one or more of the service slots or other one or more queues of the service slots, and wherein the other one or more of the service slots comprise one or more of the service slots or other one or more queues of the service slots for which it is an assigned or placed slot or is a non-assigned or non-placed slot for the at least one of the plurality of system users it is an assigned or placed slot or is a non-assigned or non-placed slot, wherein the inducing factors comprise one or more actions related to actualizing the service slots and releasing assigned ones of the service slots,

and

wherein the probability of wait time of one or more of service slots corresponds to likelihood of wait time of the one or more of the service slots.

17. The method in accordance with Claim 14 comprising generating the variability criteria for placeholding in response to real time characteristics of the one or more of the at least one of the plurality of users of one or more of the service slots,

wherein the variability criteria comprises one or more criteria selected from the group comprising a plurality of time periods corresponding to one or more service slots in response to time of placement of the one or more of the at least one of the plurality of users and service time of the one or more service slots associated with enabling the placeholding, a plurality of time periods corresponding to one or more service slots in response to current time of interaction of the one or more of the at least one of the plurality of users and service time of the one or more service slots associated with enabling

the placeholding, a plurality of time periods corresponding to one or more service slots in response to estimated time of arrival of the one or more of the at least one of the plurality of users and service time of the one or more service slots associated with enabling the placeholding, characteristics of the demand and supply landscape in response to one or more service slots for placeholding, priority for placeholding of the one or more of the at least one of the plurality of users in response to one or more service slots, weight of utilization of one or more service slots in response to the one or more of the at least one of the plurality of users placed in one or more service slots or one of the queues of one or more service slots, and weight of utilization of one or more service slots in response to the one or more of the at least one of the plurality of users not placed in one or more service slots or one of the queues of one or more service slots,

wherein the estimated time of arrival of the one or more of the at least one of the plurality of users of the one or more service slots is determined in response to at least one of the parameters in the plurality of parameters corresponding to the estimate from the estimator, and from the input from the one or more of the at least one of the plurality of users, and

wherein the weight of utilization of one or more of the service slots is determined in response to the one or more of the at least one of the plurality of users associated with the probability of actualization of the one or more service slots by the one or more of the at least one of the plurality of users.

18. The method in accordance with Claim 13 further comprising generating embedded compensation in response to real time characteristics of the at least one of the plurality of users corresponding to the one or more service slots, the embedded compensation criteria selected from the group comprising static and dynamic user characteristics of the at least one of the plurality of users corresponding to one or more of the service slots, static and dynamic user characteristics of the at least

one of other ones of the plurality of users corresponding to one or more of the service slots, and characteristics of the demand and supply landscape in response to one or more service slots or one or more queues of the one or more service slots.

19. The method in accordance with Claim 14 further comprising generating interactions and information of the one or more of the at least one of the plurality of users in response to the one or more service slots,

wherein the interactions and information of the one or more of the at least one of the plurality of users comprise one or more criteria selected from the group comprising information pushed to the one or more of the at least one of the plurality of users indicating probability of actualization of the one or more of the at least one of the plurality of users, information pulled from the one or more of the at least one of the plurality of users indicating probability of actualization of the one or more of the at least one of the plurality of users, information pushed to the one or more of the at least one of the plurality of users indicating the variability criteria of the one or more of the at least one of the plurality of users, interactions corresponding to the exchange of information in response to one or more service slots of the one or more of the at least one of the plurality of users, probability of wait time of the one or more service slots, characteristics of demand and supply of the one or more service slots, available service slots, and time information of the one or more service slots.

20. The method in accordance with Claim 19 further comprising the steps of generating inducing factors corresponding to the one or more of the at least one of the plurality of users in response to the one or more service slots, and wherein the inducing factors comprise one or more actions related to actualizing the one or more service slots and releasing the one or more service slots.

21. The method in accordance with Claim 13 comprising initially generating a master matrix without any historical data of the at least one of the plurality of users, and

wherein the determination step thereafter updates the master matrix in response to the static and dynamic characteristics of each of the plurality of users.

22. The method in accordance with Claim 13 further comprising the steps of generating time realizable service slots for the at least one of the plurality of users in response to the probability of actualization for one or more of the service slots.

23. The method in accordance with Claim 16 wherein the placeholding one or more of the service slots within the queue of service slots comprises placeholding one or more of the service slots within the queue of service slots in response to embedded compensation criteria corresponding to the at least one of the plurality of users, wherein the embedded compensation criteria is selected from criteria including static and dynamic user characteristics of the at least one of the plurality of users corresponding one or more service slots, static and dynamic user characteristics of the at least one of other ones of the plurality of users corresponding one or more service slots, and characteristics of the demand and supply landscape in response to one or more service slots or one or more queues of the one or more service slots.

24. A non-transitory computer readable storage medium configured to store instructions that, when executed, perform functions for matching user requirements, characteristics and service actualization in real time to decrease error rate of actualization of service slots, maximize utilization of the service slots by a plurality of users, maximize utilization of time of the plurality of users, and minimize wait time for the plurality of users comprising:

determining static and dynamic characteristics within a demand and supply landscape of at least one of the plurality of users in response to one or more service slots and one or more queues of the one or more service slots and for determining static and dynamic characteristics of at least one of other ones of the plurality of users in response to the one or more service slots and the one or more queues of the one or more service slots;

presenting information associated with probability of actualization in response to one or more criteria selected from the group of (a) one or more of the at least one of the plurality of users in response to one or more service slots and one or more queues of the one or more service slots and (b) one or more of the at least one of the other ones of the plurality of users in response to one or more service slots and one or more queues of the one or more service slots; and

placeholding the one or more service slots in response to one or more criteria selected from the group of (a) corresponding to the one or more of the at least one of the plurality of users and (b) corresponding to the one or more of the at least one of the other ones of the plurality of users,

wherein the presented information associated with the probability of actualization comprises one or more indications selected from the group of indications of (a) indicating the one or more of service slots in response to the one or more of the at least one of the plurality of users is available for placeholding, (b) indicating the one or more of service slots in response to the one or more of the at least one of the other ones of the plurality of users is available for placeholding, (c) indicating the one or more of service slots in response to the one or more of the at least one of the plurality of users is not available for placeholding, (d) indicating the one or more of service slots in response to the one or more of the at least one of the other ones of the plurality of users is not available for placeholding, (e) indicating the one or more of service slots in response to the one or more of the at least one of the plurality of users for placeholding corresponding to variability criteria or information, wherein the variability criteria or information comprises limits to changes by the placeholder mechanism, (f)

indicating information corresponding to placeholding of the one or more of service slots in response to the one or more of the at least one of the plurality of users, and (g) indicating information corresponding to placeholding of the one or more of service slots in response to the one or more of the at least one of the other ones of the plurality of users,

wherein the placeholder mechanism placeholds the one or more service slots in response to one or more criteria selected from the group of (a) placing or holding or changing or aborting or actualizing the one or more service slots corresponding to the one or more of the at least one of the plurality of users in response to the probability of actualization of the static and dynamic characteristics determined by the estimator, (b) placing or holding or changing or aborting or actualizing the one or more of the service slots corresponding to the one or more of the at least one of the plurality of users in response to the probability of actualization determined in response to an input of the one or more of the at least one of the plurality of users, (c) placing or holding or changing or aborting or actualizing the one or more service slots corresponding to the one or more of the at least one of the other ones of the plurality of users in response to the probability of actualization of the static and dynamic characteristics determined by the estimator and (d) placing or holding or changing or aborting or actualizing the one or more of the service slots corresponding to the one or more of the at least one of the other ones of the plurality of users in response to the probability of actualization determined in response to an input of the one or more of the at least one of the plurality of users,

wherein the one or more of service slots have at least one parameter in a plurality of parameters associated therewith indicating that it is a preferred one of the one or more service slots and one or more queues of the one or more service slots corresponding to the one or more of the at least one of the plurality of users, indicating that it is one or more service slots corresponding to the one or more of the at least one of the plurality of users, indicating that it is a preferred one of the one or more service slots and one or more queues of the one or more service slots corresponding to the one or

more of the at least one of the other ones of the plurality of users and indicating that it is one or more service slots corresponding to the one or more of the at least one of the other ones of the plurality of users.

[000138] In one embodiment, the placeholder with live queue **940** and **960** and customized consumer dashboard ~~**1120**~~ **1220** is illustrated in FIG. **12**. FIG. **12** illustrates the early consumer arrival time with respect to the booked slot by the placeholder. Customized customer dashboard ~~**1120**~~ **1220** may be part of **973**.

[000139] In FIG. **12**, the user that booked the slot *i,* placed by the placeholder **940** and **960** has a last minute cancellation of event that was not accounted in the earlier estimator **920**. At time slot *k-3*, the user foresees that she could arrive at slot *k*. The customized consumer dashboard, ~~**1120**~~ **1220**, in conjunction with the **940** and **960**, provides weight estimation that is used to compute an indicator such as probability of arrival of the user who has booked the slot at slot *k,* to arrive at slot *k.* In this case, the ***Vw*** in Equation **11** is *i-(k-2)* of the user *i*, which slot *k* falls within the variability window that user *i* is allowed to take. The next available slot for user *i*, in **1220** refers to the non-booked or non placed slot that is available. The user *i* may chose to actualize the service slot *k*, as deemed within allocation window of the **940** and **960**. One skilled in the art will recognize that customized dashboard ~~**1120**~~ **1220** may include any form of parameters that is relevant to the aid the user to make timely decision to release the placed slot, actualize the placed slot or swap the slot with other users. In another embodiment, this customized consumer dashboard **973** may be used in conjunction with the personalized recommended application **971** to get new replacements user for the vacated slots.