

CLAIMS

WHAT IS CLAIMED IS:

1. A method of context-aware caller redirection from a telephony environment to a messaging environment, the method comprising:

receiving telephony information from a telephony system, the telephony information including a caller identifier corresponding to a caller device and call context provided by the caller device during a telephone call between the caller device and the telephony system;

selecting a selected messaging operator of a plurality of messaging operators based on the call context;

generating a messaging interface for the selected messaging operator, the messaging interface including the caller identifier, the call context, and an input interface;

receiving a caller message from the caller via a messaging service;

updating the messaging interface to include the caller message in response to receipt of the caller message;

triggering transmission of an operator message to the caller device via the messaging service, the operator message input by the selected messaging operator via the input interface of the messaging interface; and

updating the messaging interface to include the operator message in response to triggering transmission of the operator message.

2. The method of claim 1, further comprising triggering transmission of an introductory message to the caller device via the messaging service before receiving the caller message and before triggering transmission of the operator message, wherein the messaging interface includes the introductory message.

3. The method of claim 2, wherein the introductory message is a previously determined message.
4. The method of claim 2, further comprising generating at least part of the introductory message based on the telephony information.
5. The method of claim 2, further comprising generating an estimated wait time, wherein the introductory message includes the estimated wait time.
6. The method of claim 1, wherein selecting the selected messaging operator of a plurality of messaging operators based on the call context includes identifying that a skill associated with the selected messaging operator matches a skill required according to the call context.
7. The method of claim 1, wherein selecting the selected messaging operator of a plurality of messaging operators based on the call context includes identifying that a location associated with the selected messaging operator and a location associated with the call context are in a same predetermined geographic area of a plurality of predetermined geographic areas.
8. The method of claim 1, further comprising:
 - receiving, from the telephony system, a request for an estimated messaging wait time;
 - generating the estimated messaging wait time; and
 - sending, to the telephony system, the estimated messaging wait time, the telephony system communicating the estimated messaging wait time to the caller device.

9. The method of claim 1, further comprising determining, based on the telephony information, that the caller device is a mobile phone device with at least one messaging software application associated with the messaging service.

10. The method of claim 9, wherein the messaging service is a specialized messaging service other than short messaging service (SMS) and multimedia messaging service (MMS), and wherein determining that the caller device is a mobile phone device with at least one messaging software application associated with the messaging service includes transmitting a communication to the at least one messaging software application on the caller device and receiving a response to the communication.

11. The method of claim 1, further comprising:
identifying an optimal messaging service of a plurality of messaging services, wherein the caller device includes a software application corresponding to the optimal messaging service and wherein the caller device permits the software application to output notifications to the caller;
generating an introductory message based on the caller identifier; and
transmitting the introductory message to the caller device through the optimal messaging service, causing the software application to output a notification corresponding to the introductory message at the caller device.

12. The method of claim 1, wherein the messaging service is one of short messaging service (SMS) or multimedia messaging service (MMS).

13. The method of claim 1, wherein the caller identifier is a telephone number associated with the caller device.

14. The method of claim 1, further comprising:
- generating an estimated wait time for the caller to be connected to a message operator via the messaging service;
 - generating an estimated wait time for the caller to be connected to a telephony operator via the telephony service; and
 - identifying that the estimated wait time for the caller to be connected to a telephony operator exceeds the estimated wait time for the caller to be connected to a messaging operator by at least a threshold amount.
15. The method of claim 1, further comprising:
- generating a contextual message based an evaluation of at least one of the caller device or the call context; and
 - sending the contextual message to the telephony system.

16. A system of context-aware caller redirection including of one or more servers, the system comprising:

one or more communication receivers;

one or more memory units storing instructions; and

one or more processors, wherein execution the instructions by the one or more processors cause the one or more processors to:

receive, using the one or more communication receivers, telephony information from a telephony system, the telephony information including a caller identifier corresponding to a caller device and call context provided by the caller device during a telephone call between the caller device and the telephony system,

select a selected messaging operator of a plurality of messaging operators based on the call context,

generate a messaging interface for the selected messaging operator, the messaging interface including the caller identifier, the call context, and an input interface,

receive, using the one or more communication receivers, a caller message from the caller via a messaging service, update the messaging interface to include the caller message in response to receipt of the caller message,

trigger transmission of an operator message to the caller device via the messaging service, the operator message input by the selected messaging operator via the input interface of the messaging interface, and

update the messaging interface to include the operator message in response to triggering transmission of the operator message.

17. The system of claim 16, wherein execution the instructions by the one or more processors cause the one or more processors to trigger transmission of an introductory message to the caller device via the messaging service before receiving the caller message and before triggering transmission of the operator message, wherein the

messaging interface includes the introductory message, wherein the introductory message is based on the telephony information.

18. The system of claim 16, further comprising a data store identifying skills corresponding to each of the plurality of messaging operators, wherein selecting the selected messaging operator of a plurality of messaging operators based on the call context includes identifying that a skill that corresponds to the selected messaging operator within the data store matches a skill required according to the call context.

19. The system of claim 16, further comprising one or more transmitters, wherein execution the instructions by the one or more processors cause the one or more processors to further:

generate an estimated messaging wait time, and

send the estimated messaging wait time to the telephony system using the one or more transmitters.

20. A non-transitory computer readable storage medium having embodied thereon a program, wherein the program is executable by a processor to perform a method of context-aware caller redirection from a telephony environment to a messaging environment, the method comprising:

- receiving telephony information from a telephony system, the telephony information including a caller identifier corresponding to a caller device and call context provided by the caller device during a telephone call between the caller device and the telephony system;

- selecting a selected messaging operator of a plurality of messaging operators based on the call context;

- generating a messaging interface for the selected messaging operator, the messaging interface including the caller identifier, the call context, and an input interface;

- receiving a caller message from the caller via a messaging service;

- updating the messaging interface to include the caller message in response to receipt of the caller message;

- triggering transmission of an operator message to the caller device via the messaging service, the operator message input by the selected messaging operator via the input interface of the messaging interface; and

- updating the messaging interface to include the operator message in response to triggering transmission of the operator message.