

ABSTRACT

EMPIRICAL EXPERT DETERMINATION AND QUESTION ROUTING SYSTEM AND
METHOD

Systems and methods for empirical expert determination and question and answer routing are provided. The system collects location tracking data about each user and analyzes the location tracking data to empirically determine the level of expertise a particular user has for a specific venue/event or a specific geographic region at a particular scale on a map. The system receives questions about a specific venue/event or about a category of venue/event in a specific geographic region at a particular scale on a map and routes those questions in real time to one or more experts for the specific venue/event or the category of venue/event in the specific geographic region. The system receives a response to the question from at least one of the one or more experts and routes the response back to the requestor, also in real time. The system also efficiently represents the location of a plurality of venues/events and/or users within a specific geographic region on a displayed map at a plurality of scales of the map.

FIG. 1