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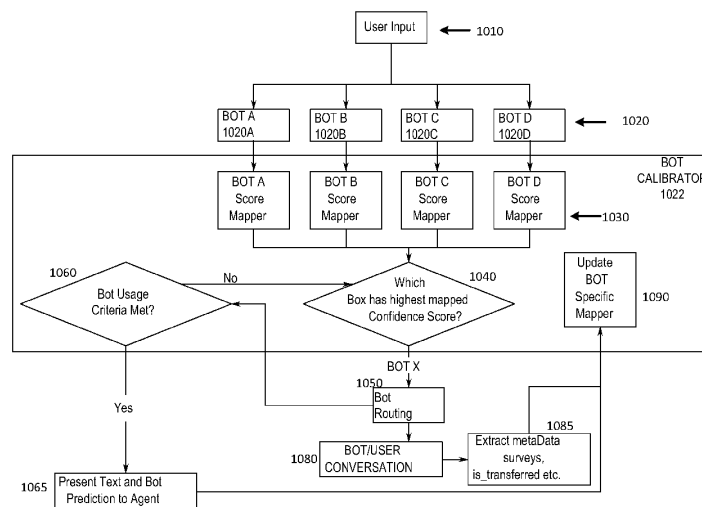


FIG. 10

(57) Abstract: The present disclosure relates generally to facilitating two-way communications. One example involves receiving input data as part of a two-way communication session associated with a plurality of bots, accessing confidence scores from the bots. Mapped scores are then generated for the plurality of bots from the confidence scores using a bot score mapper. A selected bot is identified using the mapped scores, and the two-way communication session is facilitated using the selected bot. Further, techniques are provided to track performance of the selected bot and dynamically updated mapping adjustments in the bot score mapper using feedback and machine learning systems.

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