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63/078,718 15 September 2020 (15.09.2020) US(71) Applicant: **LIVEPERSON, INC.** [US/US]; 475 10th Avenue, 5th Floor, New York, New York 10018 (US).(72) Inventors: **HIGGINS, Michael**; 475 10th Avenue, 5th Floor, New York, New York 10018 (US). **CHEN, Xi**; 475 10th Avenue, 5th Floor, New York, New York 10018 (US). **HE, Chuqinh**; 475 10th Avenue, 5th Floor, New York, New York 10018 (US). **RICART, Ender**; 475 10th Avenue, 5th Floor, New York, New York 10018 (US).(74) Agent: **PHAM, Tam Thanh** et al.; POLSINELLI PC/LLP, Three Embarcadero Center, Suite 2400, San Francisco, California 94111 (US).(81) Designated States (*unless otherwise indicated, for every kind of national protection available*): AE, AG, AL, AM, AO, AT, AU, AZ, BA, BB, BG, BH, BN, BR, BW, BY, BZ, CA, CH, CL, CN, CO, CR, CU, CZ, DE, DJ, DK, DM, DO, DZ, EC, EE, EG, ES, FI, GB, GD, GE, GH, GM, GT, HN, HR, HU, ID, IL, IN, IR, IS, IT, JO, JP, KE, KG, KH, KN, KP, KR, KW, KZ, LA, LC, LK, LR, LS, LU, LY, MA, MD, ME, MG, MK, MN, MW, MX, MY, MZ, NA, NG, NI, NO, NZ, OM, PA, PE, PG, PH, PL, PT, QA, RO, RS, RU, RW, SA, SC, SD, SE, SG, SK, SL, ST, SV, SY, TH, TJ, TM, TN, TR, TT, TZ, UA, UG, US, UZ, VC, VN, WS, ZA, ZM, ZW.(84) Designated States (*unless otherwise indicated, for every kind of regional protection available*): ARIPO (BW, GH, GM, KE, LR, LS, MW, MZ, NA, RW, SD, SL, ST, SZ, TZ, UG, ZM, ZW), Eurasian (AM, AZ, BY, KG, KZ, RU, TJ, TM), European (AL, AT, BE, BG, CH, CY, CZ, DE, DK, EE, ES, FI, FR, GB, GR, HR, HU, IE, IS, IT, LT, LU, LV, MC, MK, MT, NL, NO, PL, PT, RO, RS, SE, SI, SK, SM,

(54) Title: BOT SUPERVISION

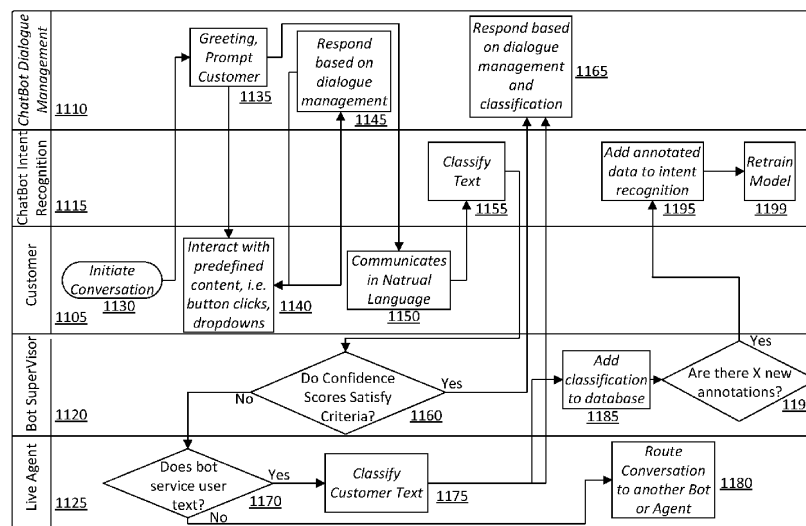


FIG. 11

(57) Abstract: The present disclosure relates generally to facilitating routing of communications. More specifically, techniques are provided to dynamically routing messages having multiple intents between bots and terminal devices during communication sessions configured with multi-channel capabilities.

[Continued on next page]

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