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(54) Title: DYNAMIC COMMUNICATIONS ROUTING TO DISPARATE ENDPOINTS

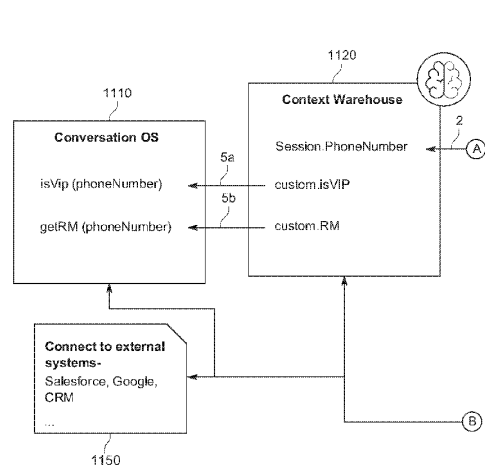


FIG. 11/1

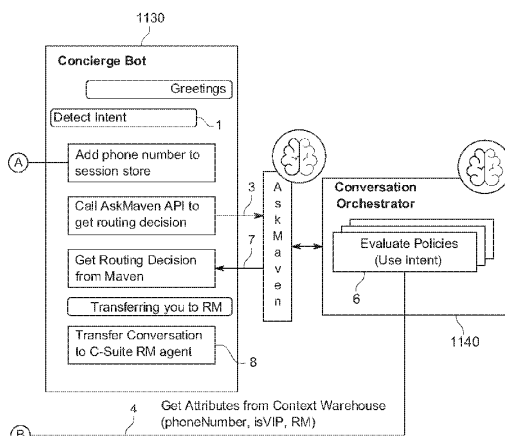


FIG. 11/2

(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.