

(12) INTERNATIONAL APPLICATION PUBLISHED UNDER THE PATENT COOPERATION TREATY (PCT)

(19) World Intellectual Property  
Organization  
International Bureau

(43) International Publication Date  
27 August 2020 (27.08.2020)



(10) International Publication Number  
**WO 2020/172326 A1**

(51) International Patent Classification:  
**H04L 12/58** (2006.01)

(21) International Application Number:  
PCT/US2020/018893

(22) International Filing Date:  
19 February 2020 (19.02.2020)

(25) Filing Language: English

(26) Publication Language: English

(30) Priority Data:  
62/809,136 22 February 2019 (22.02.2019) US

(71) Applicant: **LIVEPERSON, INC.** [US/US]; 475 10th Avenue, 5th Floor, New York, New York 10018 (US).

(72) Inventor: **CHEN, Anthony**; 475 10th Avenue, 5th Floor, New York, New York 10018 (US).

(74) Agent: **LEZAK, Arrienne M.** et al.; Polsinelli LLP, 1661 Page Mill Road, Suite A, Palo Alto, California 94304 (US).

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, TR), OAPI (BF, BJ, CF, CG, CI, CM, GA, GN, GQ, GW, KM, ML, MR, NE, SN, TD, TG).

**Published:**

— with international search report (Art. 21(3))

(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, JO, JP, KE, KG, KH, KN, KP, KR, KW, KZ, LA, LC, LK, LR, LS, LU, LY, MA, MD, ME,

(54) Title: DYNAMIC TEXT MESSAGE PROCESSING IMPLEMENTING ENDPOINT COMMUNICATION CHANNEL SELECTION

(57) Abstract: The present disclosure relates generally to providing a concierge service to handle a wide variety of topics and user intents via a text messaging interface. The concierge service can be part of a connection management system that can dynamically manage and facilitate natural language conversations between a user making a request or providing an instruction and one or more endpoints for the purposes of fulfilling the request or instruction.

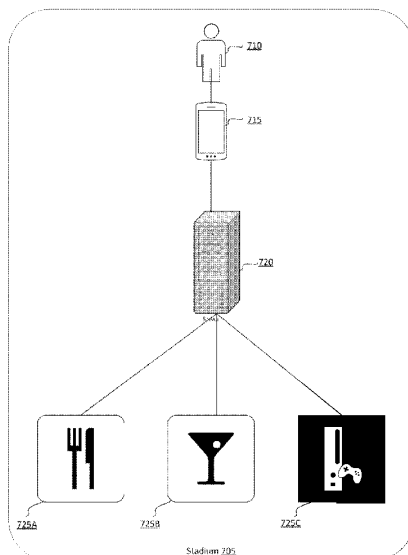


FIG. 7

WO 2020/172326 A1