

Method and System for Management of Multi-Party Communications

Intellectual Property

Patent Pending

Lead Inventor

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Licensing Contact

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Desired Partnership(s)

Commercial Co-Development

Categorized As

Artificial Intelligence
Communication System

Unmet Need

Current communication systems that assist users depend on a tightly coupled, known network of individuals to allow for users to be connected to service providers. A rudimentary call list can also be used to identify service providers, placing all the decision-making on the user attempting to find a service provider. The user must know the need as well as the service provider that will meet that need to attempt to establish a communication channel directly with that service provider. Often, the user has no shared understanding of the current capacity of the service provider until a call is made, increasing the burden on the user to not only identify which service provider will be the most relevant to the user's needs but also which service provider has corresponding availability.

Solution/Technology

This system effectively serves as a chatbot-based switchboard operator that allows users to state a need for a service and then automatically have that need researched and matched to the most appropriate service provider based on real-time automated inquiry and/or known data from past research. The system is also capable of contacting one or more service providers, confirming that a particular service provider can meet the current need, and also coordinating/facilitating a communication session between the user and the service provider without the need for human intervention.

Advantages

- Automated coordination of communication sessions promotes positive user experiences
- Efficient triage of needs reduces effort expended by user
- Intelligent routing of communication requests ensures appropriate request to resource matching
- Resource identification without human intervention decreases utilization of highly skilled individuals