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Inventor(s)

Matsuoka; Yoky et al.

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### SYSTEMS AND METHODS FOR RECOMMENDING TASKS FOR EXECUTION BY THIRD PARTY SERVICES

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#### Abstract

Systems and methods are provided for generating task recommendations. The systems and methods include receiving sensor data associated with a user. The sensor data may be stored in association with a user model that corresponds to the user. A feature vector from the sensor data and the user model may be generated and used to predict task recommendations that may be likely to be approved by the user. A particular task can be selected from the one or more tasks for transmission to a computing device associated with the user.

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**Inventors:** Matsuoka; Yoky (Los Altos Hills, CA), Viswanathan; Nitin (San Francisco, CA), van der Linden; Gwendolyn W. (Redwood City, CA), Beaulieu; Malia (San Jose, CA), Liu; Lingyun (Sunnyvale, CA), Deming; Benjamin (Campbell, CA), Paterson; Sean (Mountain View, CA)

**Applicant:** Panasonic Well LLC (Palo Alto, CA)

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## Background/Summary

CROSS-REFERENCE TO RELATED APPLICATIONS [0001] The present patent application is a continuation of U.S. patent application Ser. No. 17/820,915 filed Aug. 19, 2022, which claims the priority benefit of U.S. Provisional Patent Application 63/234,856 filed Aug. 19, 2021, the disclosures of which are incorporated herein by reference in their entireties.

### TECHNICAL FIELD

[0002] This disclosure relates generally to a task recommendation system and more particularly to task recommendation system configured to predict tasks recommended for users that can be executed by third party services.

### SUMMARY

[0003] Methods and systems are described herein for generating task recommendations. The methods include: receiving sensor data associated with a user, wherein the sensor data is stored in association with a user model that corresponds to the user; generating a feature vector from the sensor data and the user model; executing a machine-learning model using the feature vector, wherein the machine-learning model generates a recommendation for each of one or more tasks; selecting a particular task from the one or more tasks; and facilitating a transmission that includes an identification of the particular task. In some instances, the methods may include one or more automated process and/or representative-driven processes configured to perform the operations of

[0004] The systems described herein may generate task recommendations. The systems include one or more processors and a non-transitory computer-readable medium storing instructions that, when executed by the one or more processors, cause the one or more processors to perform any of the methods as previously described.

[0005] The non-transitory computer-readable media described herein may store instructions which, when executed by one or more processors, cause the one or more processors to perform any of the methods as previously described.

[0006] These illustrative examples are mentioned not to limit or define the disclosure, but to aid understanding thereof. Additional embodiments are discussed in the Detailed Description, and further description is provided there.

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## Description

### BRIEF DESCRIPTION OF THE DRAWINGS

[0007] Features, embodiments, and advantages of the present disclosure are better understood when the following Detailed Description is read with reference to the accompanying drawings.

[0008] FIG. 1 an illustrative example of an environment in which a task-facilitation service assigns a representative to a member through which various tasks performable for the benefit of the member can be recommended for performance by the representative and/or one or more third-party services in accordance with aspects of the present disclosure.

[0009] FIG. 2 shows an illustrative example of an environment in which task-related data is collected and aggregated from a member area to identify one or more tasks that can be recommended to the member for performance by a representative and/or third-party services in accordance with aspects of the present disclosure.

[0010] FIG. 3 shows an illustrative example of an environment in which a task recommendation

system generates and ranks recommendations for tasks to be performed for the benefit of a member in accordance with aspects of the present disclosure.

[0011] FIG. 4 depicts an illustrative example of a task create sub-system, which generates and ranks recommended tasks configured to be performed for the benefit of a member in accordance with aspects of the present disclosure.

[0012] FIG. 5 depicts an illustrative example of a proposal creation sub-system, which generates and ranks proposals of recommended tasks configured to be performed for the benefit of a member in accordance with aspects of the present disclosure.

[0013] FIG. 6 depicts a flowchart of an example process for generating task recommendations for performance by a task-facilitation service in accordance with aspects of the present disclosure.

[0014] FIG. 7 illustrates a block diagram of an example environment for facilitating task execution in accordance with aspects of the present disclosure.

[0015] FIG. 8 illustrates an example computing system architecture including various components in electrical communication with each other using a connection in accordance with aspects of the present disclosure.

#### DETAILED DESCRIPTION

[0016] Users regularly implement (e.g., plan, schedule, and/or execute) a variety of tasks that induce varying processing loads (e.g., such as cognitive loads, etc.). A high processing load may prevent a user from implementing other potentially higher priority tasks and/or degrade the efficiency of the user (e.g., slow down implementation of future tasks, cause processing errors, cause task failures, etc.). A user can register with a task-facilitation service as a member enabling the task-facilitation service to provide load offsetting and/or load-balancing services that reduce the processing load of members by managing the implementation of tasks and projects (e.g., a set of tasks that execute to implement a larger goal). For example, a member can generate a task specification (e.g., also referred to as a “to-do” or “to do”) that identifies elements of a task. The task-facilitation service may then generate task recommendations and/or generate a proposal (an executable implementation of the task or task specification) that can be presented to the member for execution authorization. Upon receiving authorization from the member, the task-facilitation service can facilitate execution of the task.

[0017] Facilitating execution of the task can include the task-facilitation service or a representative thereof executing the task, transmitting some or all of the task specification to one or more third-party service providers to cause the one or more third-party service providers to execute the task or a portion thereof, and/or a combination thereof. For example, facilitating execution of a task may include executing a portion of the task (e.g., such as planning and/or acquisition activities) and transmitting instructions to one or more third-party service providers to execute another portion of the task.

[0018] In some instances, the task-facilitation service may further reduce the processing load of some members by anticipating tasks that a member may execute in the future. In those instances, a representative of the task-facilitation service, or the task-facilitation service itself using an automated process or machine-learning, may predict tasks that are likely to be executed by the member in the future or that the member would approve of. These tasks may be presented to the system as a recommended task. By generating task recommendations, the members may preserve processing resources that would have been consumed identifying tasks for execution. Instead, the task-facilitation service may manage the entire lifecycle of a task from conception to implementation.

[0019] In some instances, the recommended task may correspond to tasks that the member has previously executed and is likely to execute again in the future. For instance, a member may implement a vehicle-maintenance task such as an oil change every three months. The task-facilitation service may detect the pattern and transmit a recommended task to the member that corresponds to the vehicle-maintenance task at the appropriate date. In other instances, the

recommended tasks may be based on one or more features derived from data associated with the member. For example, the task-facilitation service may receive sensor data from a temperature sensor associated with the member (e.g., such as a device registered to the member, a device operating within a network managed by or associated with the member, etc.) indicating that a heating, ventilation, and air conditioning (HVAC) system requires maintenance (e.g., by detecting that temperatures are above or below average, detecting a time since the last HVAC service, detecting power fluctuations in a circuit that includes the HVAC unit, other sensor measurements being greater than or less than predetermined thresholds, etc.). In response, the task-facilitation may generate a recommended task that includes servicing the HVAC system. In still yet other instances, the recommended tasks may be based on data derived about the member. For instance, the task-facilitation service may extract features from devices such as media players and/or remote services such as streaming services that are associated with the member. The task-facilitation service may use the features to derive an interest of the member such as an interest in a particular musician, film, etc. The task-facilitation service may then recommend tasks associated with that interest such as concert tickets, movies tickets, etc. The task-facilitation service may use any information associated with the member to recommend tasks that the member may execute in the future or tasks that may benefit the member, which thereby may reduce the processing load of the member and enable the member to execute other tasks.

[0020] The present disclosure includes systems and methods for recommending tasks for execution by a task-facilitation service, a representative thereof, and/or by third-party service providers. A task-facilitation service may receive member data associated with a member (e.g., a user registered with the task-facilitation service). The member data may correspond to information provided by the member and stored in association with the user model, sensor data from devices associated with the user model, information provided by third-party services associated with the member model, and/or the like. The task-facilitation service generates a feature vector from the member data and the user model (and/or any data associated with or derived from the user model) using a feature-selection process. The feature-selection process may weight features of the feature vector according to a value in which the feature contributes to a likelihood of the feature vector being associated with a particular task. Features with low weights may be not contribute to or otherwise be predictive of a particular task, while features with high weights may contribute to or otherwise be predictive of a particular task. The weights, corresponding to particular tasks or task types, may indicate which features should be considered when determining if a particular task or task types should be considered for recommending to the member.

[0021] A machine-learning model may execute using the feature vector to generate a set of task recommendations that can be implemented by the task-facilitation service or a third-party service of the task-facilitation service for the benefit of the member. Alternatively, the set of task recommendations may be generated by an automated process, the representative through one or more interfaces of the task-facilitation service, combinations thereof, or the like. A representative of the task-facilitation service may process the set of task recommendations to select one or more task recommendations to present to the member as a recommended task. Selected task recommendations can be presented to the member through one or more interfaces of the task-facilitation service (e.g., graphical user interfaces, input/output interfaces, etc.), transmitted to a device or service registered to the member, and/or the like. In some instances, upon receiving input from the member that a task recommendation is authorized, the representative of the task-facilitation service may facilitate execution of the task (e.g., cause the task to be executed by the task-facilitation service, the representative thereof, and/or one or more third-party service providers of the task-facilitation service).

[0022] For example, the task-facilitation service may receive data directly from a member (e.g., from a member in natural-language communication to a representative of the task-facilitation service or to the task-facilitation service itself, a member in digital communication with the task-

facilitation service such as through an interface or the like, etc.), data from one or more devices associated with the member (e.g., sensor devices, Internet-of-Things devices, computing devices, etc.), and/or from one or more remote services (e.g., a service to which the member is registered and/or provides a service to the member). In this example, the data may include a media streaming service (e.g., a first remote service), a calendar (e.g., operating on a device of the member or via a remote service), and a natural language communication to a representative of the task-facilitation service indicating that the member would like to schedule a non-work task.

[0023] The task-facilitation service may then derive a set of features from the received data using a feature-selection process. The task-facilitation service may use the set of features to generate one or more task recommendations for the member by, for example, executing a machine-learning model with the set of features, processing the set of features using a representative of the task-facilitation service, combinations thereof, or the like. The set of features of this example may include an indication that the member wants to schedule a non-work task, one or more features associated with the members calendar indicating the member's availability for the non-work task, and a musician identified from a media streaming service associated with the member. The task-facilitation service may generate a task recommendation that includes tickets to a concert featuring the musician on a particular date in which the member is available. The task recommendation may identify other services such as scheduling transportation (e.g., a vehicle service, airfare, etc.) to the venue, reserving evening accommodations (e.g., at a restaurant, hotel, etc.), and/or the like.

[0024] If more than one task recommendation is generated by the task-facilitation service, then the representative of the task-facilitation service (and/or the task-facilitation service itself) may select a particular task recommendation from those generated by the task-facilitation service. The particular task recommendation may be transmitted to the member for member authorization. In some instances, upon receiving authorization from the member, the task-facilitation service may transmit a task proposal (that includes the implementation details of the task) to the member and when the proposal is authorized by the member, facilitate execution of the task. In other instances, the task-facilitation service may facilitate implementation of the task automatically (such as when the preauthorized to do so by the member). Continuing the example above, facilitating implementation of the task may include acquiring and transmitting tickets to the show to the member as well as implementing any of the other services included in the task recommendation authorized by the member (e.g., transportation, evening accommodations, reservations, etc.).

[0025] Once the task is executed, the task-facilitation service may derive execution metrics corresponding to the task for future task recommendations and proposals. The task-facilitation service may obtain task-execution information from the representative of the task-facilitation service, the member, any third-party service providers involved in executing the task, IoT devices or other devices associated with the member, applications associated with the member, sensors associated with the member, and/or the like. For example, once a task corresponding to repairing an HVAC unit completes, the task-facilitation service may determine details of the repair from the third-party service provider (e.g., type of repair, cost, timeliness of the third-party service or a representative thereof, timeliness of the repair, etc.), details from the member (e.g., automated surveys, member communication with an automated service or a representative, etc.), and sensor information (e.g., temperature sensors indicating a success or failure of the repair, etc.). The information may be used to refine subsequent task recommendations (e.g., reinforcement learning of the machine-learning model, the representative and/or the like), third-party service selections for future tasks, machine-learning algorithms and/or models, and/or the like.

[0026] FIG. 1 illustrates an example environment in which a task-facilitation service assigns a representative to a member through which various tasks performable for the benefit of the member can be recommended for performance by the representative and/or one or more third-party services in accordance with aspects of the present disclosure. Task-facilitation service **102** may be implemented to reduce the cognitive load on members and their families in performing various

tasks in and around their homes by identifying and delegating tasks to representatives **106** that may coordinate performance of these tasks for the benefit of these members. In an example, a member **118**, via a computing device **120** (e.g., laptop computer, smartphone, etc.), may submit a request to the task-facilitation service **102** to initiate an onboarding process for assignment of a representative **106** to the member **120** and to initiate identification of tasks that may be performable for the benefit of the member **118** (e.g., by the representative **106**, other representatives **106**, third-party services, by the member **118**, or the like). For instance, the member **118** may access the task-facilitation service **102** via an application provided by the task-facilitation service **102** and installed onto a computing device **120** (e.g., desktop or laptop computer, mobile device such as a smartphone, personal digital assistant, or the like). Additionally, or alternatively, the task-facilitation service **102** may maintain a web server (not shown) that hosts one or more websites configured to present or otherwise make available an interface through which the member **118** may access the task-facilitation service **102** and initiate the onboarding process.

[0027] During the onboarding process, the task-facilitation service **102** may collect identifying information of the member **118**, which may be used by a representative assignment system **104** to identify and assign a representative **106** to the member **118**. For instance, the task-facilitation service **102** may provide, to the member **118**, a survey or questionnaire through which the member **118** may provide identifying information usable by the representative assignment system **104** to select a representative **106** for the member **118**. For instance, the task-facilitation service **102** may prompt the member **118** to provide detailed information with regard to the composition of the member's family (e.g., number of inhabitants in the member's home, the number of children in the member's home, the number and types of pets in the member's home, etc.), the physical location of the member's home, any special needs or requirements of the member **118** (e.g., physical or emotional disabilities, etc.), and the like. In some instances, the member **118** may be prompted to provide demographic information (e.g., age, ethnicity, race, languages written/spoken, socioeconomic status, etc.). The member **118** may also be prompted to indicate any personal interests or hobbies that may be used to identify possible experiences that may be of interest to the member **118** (described in greater detail herein). In some instances, the task-facilitation service **102** may prompt the member **118** to specify any tasks that the member **118** would like assistance with or would otherwise like to delegate to another entity, such as to a representative and/or a third-party.

[0028] In some examples, the task-facilitation service **102** can prompt the member **118** to indicate a level or other measure of trust in delegating tasks to others, such as a representative and/or third-party. For instance, the task-facilitation service **102** may utilize the identifying information submitted by the member **118** during the onboarding process to identify initial categories of tasks that may be relevant to the member's day-to-day life. In some instances, the task-facilitation service **102** can utilize a machine-learning algorithm or artificial intelligence to identify the categories of tasks that may be of relevance to the member **118**. For instance, the task-facilitation service **102** may implement a clustering algorithm to identify similarly situated members based on one or more vectors (e.g., geographic location, demographic information, likelihood to delegate tasks to others, family composition, home composition, etc.). In some instances, a dataset of input member characteristics corresponding to responses to prompts provided by the task-facilitation service **102** provided by sample members (e.g., testers, etc.) may be analyzed using a clustering algorithm to identify different types of members that may interact with the task-facilitation service **102**.

Example clustering algorithms that may be trained using sample member datasets (e.g., historical member data, hypothetical member data, etc.) to classify a member in order to identify categories of tasks that may be of relevance to the member may include a k-means clustering algorithms, fuzzy c-means (FCM) algorithms, expectation-maximization (EM) algorithms, hierarchical clustering algorithms, density-based spatial clustering of applications with noise (DBSCAN) algorithms, and the like. Based on the output of the machine-learning algorithm generated using the

member's identifying information, the task-facilitation service **102** may prompt the member **118** to provide responses as to a comfort level in delegating tasks corresponding to the categories of tasks provided by the machine-learning algorithm. This may reduce the number of prompts provided to the member **118** and better tailor the prompts to the member's needs.

[0029] In some examples, the member's identifying information, as well as any information related to the member's level of comfort or interest in delegating different categories of tasks to others, may be provided to a representative assignment system **104** of the task-facilitation service **102** to identify a representative **106** that may be assigned to the member **118**. The representative assignment system **104** may be implemented using a computer system or as an application or other executable code implemented on a computer system of the task-facilitation service **102**. The representative assignment system **104** uses the member's identifying information, any information related to the member's level of comfort or interest in delegating tasks to others, and any other information obtained during the onboarding process as input to a classification or clustering algorithm configured to identify representatives that may be well-suited to interact and communicate with the member **118** in a productive manner. For instance, representatives **106** may be profiled based on various criteria, including (but not limited to) demographics and other identifying information, geographic location, experience in handling different categories of tasks, experience in communicating with different categories of members, and the like. Using the classification or clustering algorithm, the representative assignment system **104** may identify a set of representatives **106** that may be more likely to develop a positive, long-term relationship with the member **118** while addressing any tasks that may need to be addressed for the benefit of the member **118**.

[0030] Once the representative assignment system **104** has identified a set of representatives **106** that may be assigned to the member **118** to serve as an assistant or concierge for the member **118**, the representative assignment system **104** may evaluate data corresponding to each representative of the set of representatives **106** to identify a particular representative that can be assigned to the member **118**. For instance, the representative assignment system **104** may rank each representative of the set of representatives **106** according to degrees or vectors of similarity between the member's and representative's demographic information. For instance, if a member and a particular representative share a similar background (e.g., attended university in the same city, are from the same hometown, share particular interests, etc.), the representative assignment system **104** may rank the particular representative higher compared to other representatives that may have less similar backgrounds. Similarly, if a member and a particular representative are within geographic proximity to one another, the representative assignment system **104** may rank the particular representative higher compared to other representatives that may be further away from the member **118**. Each factor, in some instances, may be weighted based on the impact of the factor on the creation of a positive, long-term relationship between members and representatives. For instance, based on historical data corresponding to member interactions with representatives, the representative assignment system **104** may identify correlations between different factors and the polarities of these interactions (e.g., positive, negative, etc.). Based on these correlations (or lack thereof), the representative assignment system **104** may apply a weight to each factor.

[0031] In some instances, each representative of the identified set of representatives **106** may be assigned a score corresponding to the various factors corresponding to the degrees or vectors of similarity between the member's and representative's demographic information. For instance, each factor may have a possible range of scores corresponding to the weight assigned to the factor. As an illustrative example, the various factors used to obtain representative scores may each have a possible score between 1 and 10. However, based on the weight assigned to each factor, the possible score may be multiplied by a weighting factor such that a factor having greater weight may be multiplied by a higher weighting factor compared to a factor having a lesser weight. The result is a set of different scoring ranges corresponding to the importance or relevance of the factor

in determining a match between a member **118** and a representative. The scores determined for the various factors may be aggregated to obtain a composite score for each representative of the set of representatives **106**. These composite scores may be used to create the ranking of the set of representatives **106**.

[0032] In some examples, the representative assignment system **104** may use the ranking of the set of representatives **106** to select a representative that may be assigned to the member **118**. For instance, the representative assignment system **104** may select a highest ranked representative and determine the representative's availability to engage the member **118** in identifying and recommending tasks, coordinating resolution of tasks, and otherwise communicating with the member **118** to assure that their needs are addressed. If the selected representative is unavailable (e.g., the representative is already engaged with one or more other members, etc.), the representative assignment system **104** may select another representative according to the aforementioned ranking and determine the availability of this representative to engage the member **118**. This process may be repeated until a representative is identified from the set of representatives **106** that is available to engage the member **118**. In some instances, representative availability may be a factor used to obtain the aforementioned representative scores, whereby a representative that is unavailable or otherwise does not have sufficient bandwidth to accommodate the new member **118** may be assigned a lower representative score. Accordingly, an unavailable representative may be ranked lower than other representatives that may be available for assignment to the member **118**.

[0033] In some examples, the representative assignment system **104** may select a representative from the set of representatives **106** based on information associated with the availability of each representative. For instance, the representative assignment system **104** may automatically select the first available representative from the set of representatives **106**. In some instances, the representative assignment system **104** may automatically select the first available representative that satisfies one or more criteria corresponding to the member's identifying information (e.g., a representative associated with a representative profile that best matches the member profile, etc.). For example, the representative assignment system **104** may automatically select an available representative that is within geographic proximity of the member **118**, shares a similar background as that of the member **118**, and the like

[0034] In some examples, a representative **106** may be an automated process, such as a bot, that may be configured to automatically engage and interact with the member **118**. For instance, the representative assignment system **104** may utilize the responses provided by the member **118** during the onboarding process as input to a machine-learning algorithm or artificial intelligence to generate a member profile and a bot that may serve as a representative **106** for the member **118**. The bot may be configured to autonomously chat with the member **118** to generate tasks and proposals, perform tasks on behalf of the member **118** in accordance with any approved proposals, and the like as described herein. The bot may be configured according to the parameters or characteristics of the member **118** as defined in the member profile. As the bot communicates with the member **118** over time, the bot may be updated to improve the bot's interaction with the member **118**.

[0035] In other instances, a representative **106** may be a user. The representative **106** may operate along with one or more automated services configured to provide information to the representative **106** that may assist the representative **106** in providing service to the member **118** such as, but not limited to suggesting tasks, generating proposals, communicating with service providers and/or other third parties, generating status reports, and/or the like. In some instances, the one or more automated services may automate one or more operations of the representative **106**. In those instances, the representative **106** may pre-authorize the one or more automated services to automatically perform operations or confirm the execution of each operation executed by an automated service. For example, some interactions between representative **106** and the member **118** may be facilitated by a bot (e.g., those interactions that may be suitable for automation, those



interactions that have been occurred previously with the member **118** or another member, or the like), while other interactions between the representative **106** and the member **118** may be facilitated by a user. In those instances, the interactions may be seamless such that the member **118** may not readily detect whether the given communication was generated by a user or the automated process.

[0036] Data associated with the member **118** collected during the onboarding process, as well as any data corresponding to the selected representative, may be stored in a user datastore **108**. The user datastore **108** may include an entry corresponding to each member **118** of the task-facilitation service **102**. The entry may include identifying information of the corresponding member **118**, as well as an identifier or other information corresponding to the representative assigned to the member **118**. As described in greater detail herein, an entry in the user datastore **108** may further include historical data corresponding to communications between the member **118** and the assigned representative made over time. For instance, as a member **118** interacts with a representative **106** over a chat session or stream, messages exchanged over the chat session or stream may be recorded in the user datastore **108**.

[0037] In some examples, the data associated with the member **118** may be used by the task-facilitation service **102** to create a member profile corresponding to the member **118**. As noted above, the task-facilitation service **102** may provide, to the member **118**, a survey, a questionnaire, or the like through which the member **118** may provide identifying information associated with the member **118**. The responses provided by the member **118** to this survey or questionnaire may be used by the task facilitation service **102** to generate an initial member profile corresponding to the member **118**. The task-facilitation service **102** may also receive information associated with the member **118** from devices associated with the member **118** (e.g., Internet-of-Things devices, sensor-based devices, computing devices, and/or the like that are registered to or operating via a network associated with the member **118**), services associated with the member **118** (e.g., services subscribed to by the member **118**, etc.), information generated by or derived from users connected to the member **118** (e.g., data associated with other members connected to the member **118** such as friends, family, etc.; social media contacts; etc.), and/or the like. In some instances, once the representative assignment system **104** has assigned a representative to the member **118**, the task facilitation service **102** can prompt the member **118** to generate a new member profile corresponding to the member **118**. For instance, the task facilitation service **102** may provide the member **118** with a survey or questionnaire that includes a set of questions that may be used to supplement the information previously provided during the aforementioned onboarding process. For example, through the survey or questionnaire, the task facilitation service **102** may prompt the member **118** to provide additional information about friends or family members (and/or other contacts of the member **118**), important dates (e.g., birthdays, etc.), dietary restrictions, and the like. Based on the responses provided by the member **118**, the task facilitation service **102** may update the member profile corresponding to the member **118**.

[0038] In some instances, the member profile may be accessible to the member **118**, such as through an application or web portal provided by the task facilitation service **102**. Through the application or web portal, the member **118** may add, remove, or edit any information within the member profile. The member profile, in some instances, may be divided into various sections corresponding to the member, the member's family, the member's home, and the like. Each of these sections may be supplemented based on the data associated with the member **118** collected during the onboarding process and on any responses to the survey or questionnaire provided to the member **118** after assignment of a representative to the member **118**. Additionally, each section may include additional questions or prompts that the member **118** may use to provide additional information that may be used to expand the member profile. For example, through the member profile, the member **118** may be prompted to provide credentials usable to access external accounts (e.g., credit card accounts, retailer accounts, etc.) in order to facilitate completion of tasks.

[0039] In some examples, certain information within the member profile can be obscured from the member **118** or the representative. For example, as the representative develops a relationship with the member **118** through the completion of various tasks, the representative may modify the member profile to provide notes about the member **118** (e.g., the member's idiosyncrasies, any feedback regarding the member, etc.). Thus, when the member **118** accesses their member profile, these notes may be obscured such that the member **118** may be unable to review these notes or otherwise access any sections of the member profile that have been designated by the representative **118** or the task facilitation service **102** as being unavailable to the member.

[0040] The representative assigned to the member **118** may add or otherwise modify information within the member profile based on information shared with the representative (e.g., by the member **118**, users associated with and/or connected to the member **118** such as friends or family, data generated and/or derived by the representative (e.g., such as the representative's own observations regarding the member **118**, etc.), and/or the like. Additionally, the task facilitation service **102** may automatically surface relevant portions of the member profile when creating or performing a task on behalf of the member **118**. For example, if the representative is generating a task related to meal planning for the member **118**, the task facilitation service **102** may automatically identify portions of the member profile that may be contextually relevant to meal planning and surface these portions of the member profile to the representative (e.g., dietary preferences, dietary restrictions, etc.). In some instances, if the representative requires additional information for creating or performing a task on behalf of the member **118**, the representative may invite the member **118** to update specific portions of the member profile instead of having the member **118** share the additional information through a chat session or other communications session between the member **118** and the assigned representative.

[0041] In some examples, once the representative assignment system **104** has assigned a particular representative to the member **118**, the representative assignment system **104** notifies the member **118** and the particular representative of the pairing. Further, the representative assignment system **104** may establish a chat session or other communications session between the member **118** and the assigned representative to facilitate communications between the member **118** and representative. For instance, via an application provided by the task-facilitation service **102** and installed on the computing device **120**, a web portal provided by the task facilitation service **102**, and/or the like the member **118** may exchange messages with the assigned representative over the chat session or other communication session. Similarly, the representative may be provided with an interface through which the representative may exchange messages with the member **118**.

[0042] In some instances, the member **118** may initiate or otherwise resume a chat session with an assigned representative. For example, via the application or web portal provided by the task-facilitation service **102**, the member may transmit a message to the representative over the chat session or other communication session to communicate with the representative. The member **118** can submit a message to the representative to indicate that the member **118** would like assistance with a particular task. As an illustrative example, the member **118** can submit a message to the representative to indicate that the member **118** would like the representative's assistance with regard to an upcoming move to Denver in the coming months. The representative, via an interface provided by the task-facilitation service **102**, may be presented with the submitted message. Accordingly, the representative may evaluate the message and generate a corresponding task that is to be performed to assist the member **118**. For instance, the representative, via the interface provided by the task-facilitation service **102**, may access a task generation form, through which the representative may provide information related to the task. The information may include information related to the member **118** (e.g., member name, member address, etc.) as well as various parameters of the task itself (e.g., allocated budget, timeframe for completion of the task, and the like). The parameters of the task may further include any member preferences (e.g., preferred brands, preferred third-party services **116**, etc.).

[0043] In some examples, the representative can provide the information obtained from the member **118** for the task specified in the one or more messages exchanged between the member **118** and representative to a task recommendation system **112** of the task-facilitation service **102** to dynamically, and in real-time, identify any additional task parameters that may be required for generating one or more proposals for completion of the task. The task recommendation system **112** may be implemented using a computer system or as an application or other executable code implemented on a computer system of the task-facilitation service **102**. The task recommendation system **112** may provide the representative with an interface through which the representative may generate a task that may be presented to the member over the chat session (e.g., via the application utilized by the member **118**, etc.) and that may be completed by the representative and/or one or more third-party services **116** for the benefit of the member **118**. For instance, the representative may provide a name for the task, any known parameters of the task as provided by the member (e.g., budgets, timeframes, task operations to be performed, etc.), and the like. As an illustrative example, if the member **118** transmits the message “Hey Russell, can you help with our move to Denver in 2 months,” the representative may evaluate the message and generate a task entitled “Move to Denver.” For this task, the representative may indicate that the timeframe for completion of the task is two months, as indicated by the member **118**. Further, the representative may add additional information known to the representative about the member. For example, the representative may indicate any preferred moving companies, any budgetary constraints, and the like.

[0044] In some instances, the task recommendation system **112** can provide, to the representative, any relevant information from the member profile corresponding to the member **118** that may be used to generate the task. For example, if the representative generates a new task entitled “Move to Denver,” the task recommendation system **112** may determine that the new task corresponds to a move to a new city or other location. Accordingly, the task recommendation system **112** may process the member profile to identify portions of the member profile that may be relevant to the task (e.g., the physical location of the member's home, the number of inhabitants in the member's home, the square footage and number of rooms in the member's home, etc.). The task recommendation system **112** may automatically surface these portions of the member profile to the representative in order to allow the representative to use this information to generate the new task. Alternatively, the task recommendation system **112** may automatically use this information to populate one or more fields within a task template for creation of the new task.

[0045] In some instances, a representative can access a resource library maintained by the task facilitation service **102** to obtain a task template that may be used to generate a new task that may be performed on behalf of the member **118**. The resource library may serve as a repository for different task templates corresponding to different task categories (e.g., vehicle maintenance tasks, home maintenance tasks, family-related event tasks, care giving tasks, experience-related tasks, etc.). A task template may include a plurality of task definition fields that may be used to define a task that may be performed for the benefit of the member **118**. For example, the task definition fields corresponding to a vehicle maintenance task may be used to define the make and model of the member's vehicle, the age of the vehicle, information corresponding to the last time the vehicle was serviced and information associated with that service, any reported accidents associated with the vehicle, a description of any issues associated with the vehicle, information associated with a the maintenance needed, and/or the like. Thus, each task template maintained in the resource library may include fields that are specific to the task category associated with the task template. In some instances, a representative may further define custom fields for a task template, through which the representative may supply additional information that may be useful in defining and completing the task. These custom fields may be added to the task template such that, if the representative obtains the task template in the future to create a similar task, these custom fields may be available to the representative.

[0046] In some instances, if the representative selects a particular task template from the resource library, the task recommendation system **112** may automatically identify information from the member profile corresponding to the member **118** that corresponds to the fields of the particular task template. For instance, each template may be associated with a particular task category, as noted above. Further, different portions of a member profile may be associated with different task categories such that, in response to representative selection of a task template, the task recommendation system **112** may identify the relevant portions of the member profile. From these relevant portions of the member profile, the task recommendation system **112** may automatically obtain information that may be used to populate one or more fields of the selected task template. For example, if the member profile includes an indication that the member **118** has a 2020 Subaru Outback, the task recommendation system **112** may automatically obtain this information from the member profile to populate fields within the task template corresponding to the make, model, and year of the member's vehicle (e.g., "Make=Subaru," "Model=Outback," "Year=2020," etc.). This may reduce the amount of data entry that the representative is required to perform to populate a task template for a new task.

[0047] In some examples, based on the task template selected by the representative, the task recommendation system **112** may automatically determine which portions of the member profile can be accessed by the representative for creation of the task. For instance, if the representative selects a task template corresponding to vehicle maintenance, the task recommendation system **112** may enable the representative to access the relevant portions of the member profile storing information related to the selected task template or related to particular fields of the selected task template (e.g., make and model of the vehicle, the maintenance history of the vehicle, etc.). The task recommendation system **112** may present these relevant portions of the member profile to the representative while obscuring other portions of the member profile that may not be relevant to the task category selected by the representative. This may prevent the representative from accessing any information from the member profile without a particular need for the information, thereby reducing exposure of the member's information.

[0048] In some examples, the representative can provide the generated task to the task recommendation system **112** to determine whether additional member input is needed for creation of a proposal that may be presented to the member for completion of the task. The task recommendation system **112**, for instance, may process the generated task and information corresponding to the member **118** from the user datastore **108** using a machine-learning algorithm or artificial intelligence to automatically identify additional parameters for the task, as well as any additional information that may be required from the member **118** for the generation of proposals. For instance, the task recommendation system **112** may use the generated task, information corresponding to the member **118** (e.g., stored within the member profile, etc.), and historical data corresponding to tasks performed for other similarly situated members as input to the machine-learning algorithm or artificial intelligence to identify any additional parameters that may be automatically completed for the task and any additional information that may be required of the member **118** for defining the task. For example, if the task is related to an upcoming move to another city, the task recommendation system **112** may utilize the machine-learning algorithm or artificial intelligence to identify similarly situated members (e.g., members within the same geographic area of member **118**, members having similar task delegation sensibilities, members having performed similar tasks, etc.). Based on the task generated for the member **118**, characteristics of the member **118** from the member profile stored in the user datastore **108** and data corresponding to these similarly situated members, the task recommendation system **112** may provide additional parameters for the task. As an illustrative example, for the aforementioned task, "Move to Denver," the task recommendation system **112** may provide a recommended budget for the task, one or more moving companies that the member **118** may approve of (as used by other similarly situated members with positive feedback), and the like. The representative may review

these additional parameters and select one or more of these parameters for inclusion in the task.

[0049] If the task recommendation system **112** determines that additional member input is required for the task, the task recommendation system **112** may provide the representative with recommendations for questions that may be presented to the member **118** regarding the task. Returning to the “Move to Denver” task example, if the task recommendation system **112** determines that it is important to understand one or more parameters of the member's home (e.g., square footage, number of rooms, etc.) for the task, the task recommendation system **112** may provide a recommendation to the representative to prompt the member **118** to provide these one or more parameters. The representative may review the recommendations provided by the task recommendation system **112** and, via the chat session, prompt the member **118** to provide the additional task parameters. This process may reduce the number of prompts provided to the member **118** in order to define a particular task, thereby reducing the cognitive load on the member **118**. In some instances, rather than providing the representative with recommendations for questions that may be presented to the member **118** regarding the task, the task recommendation system **112** can automatically present these questions to the member **118** via the chat session. For instance, if the task recommendation system **112** determines that a question related to the square footage of the member's home is required for the task, the task recommendation system **112** may automatically prompt the member **118**, via the chat session, to provide the square footage for the member's home. In some instances, information provided by the member **118** in response to these questions may be used to automatically supplement the member profile such that, for future tasks, this information may be readily available to the representative and/or to the task recommendation system **112** for defining new tasks.

[0050] In some examples, the task facilitation service **102** may automatically generate a communications session (e.g., chat communication session such as via instant messaging or text messaging, audio-based communication sessions via a telephone or the like, a video-based communication session, etc.), corresponding to the task. The communications session corresponding to the task may be distinct from the chat session previously established between the member **118** and the representative. Through the task-specific communications session, the member **118** and the representative may exchange communications related to the particular task. For example, the representative may request information from the member **118** that may be required to determine one or more parameters of the task. Similarly, if the member **118** has questions related to the particular task, the member **118** may provide these questions through the task-specific communications session. The implementation of task-specific communications sessions may reduce the number of messages exchanged through other chat or communications sessions while ensuring that communications within these task-specific communications sessions are relevant to the corresponding tasks.

[0051] In some examples, once the representative has obtained the necessary task-related information from the member **118** and/or through the task recommendation system **112** (e.g., task parameters garnered via evaluation of tasks performed for similarly situated members, etc.), the representative can utilize a task coordination system **114** of the task-facilitation service **102** to generate one or more proposals for resolution of the task. The task coordination system **114** may be implemented using a computer system or as an application or other executable code implemented on a computer system of the task-facilitation service **102**. In some examples, the representative may utilize a resource library maintained by the task coordination system **114** to identify one or more third-party services **116** and/or resources (e.g., retailers, restaurants, websites, brands, types of goods, particular goods, etc.) that may be used for performance the task for the benefit of the member **118** according to the one or more task parameters identified by the representative and the task recommendation system **112**, as described above. A proposal may specify a timeframe for completion of the task, identification of any third-party services **116** (if any) that are to be engaged for completion of the task, a budget estimate for completion of the task, resources or types of

resources to be used for completion of the task, and the like. The representative may present the proposal to the member **118** via the chat session to solicit a response from the member **118** to either proceed with the proposal or to provide an alternative proposal for completion of the task.

[0052] In some examples, the task recommendation system **112** can provide the representative **106** with a recommendation as to whether the representative **106** should provide the member **118** with a proposal or instead provide the member with an option to defer to the representative **106** with regard to completion of the defined task. For instance, in addition to providing member and task-related information to the task recommendation system **112** to identify additional parameters for the task, the representative may indicate its recommendation to the task recommendation system **112** to present the member **118** with one or more proposals for completion of the task or to present the member **118** with an option to defer to the representative for completion of the task. The task recommendation system **112** may utilize the machine-learning algorithm or artificial intelligence to generate the aforementioned recommendation. The task recommendation system **112** may utilize the information provided by the representative, as well as data for similarly situated members from the user datastore **108** and task data corresponding to similar tasks from a task datastore **110** (e.g., tasks having similar parameters to the submitted task, tasks performed on behalf of similarly situated members, etc.), to determine whether to recommend presentation of one or more proposals for completion of the task and whether to present the member **118** with an option to defer to the representative for completion of the task.

[0053] If the representative determines that the member is to be presented with an option to defer to the representative for completion of the task, the representative may present this option to the member over the chat session. The option may be presented in the form of a button or other graphical user interface (GUI) element that the member may select to indicate its approval of the option. For example, the member may be presented with a “Run With It” button to provide the member with an option to defer all decisions related to performance of the task to the representative. If the member **118** selects the option, the representative may present a proposal that has been selected by the representative for completion of the task on behalf of the member **118** and may proceed to coordinate with one or more third-party services **116** for performance and completion of the task according to the proposal. Rather than allowing the member **118** to select a particular proposal for completion of the task, the representative may instead select a particular proposal on behalf of the member **118**. The proposal may still be presented to the member **118** in order for the member **118** to verify how the task is to be completed. Any actions taken by the representative on behalf of the member **118** for completion of the task may be recorded in an entry corresponding to the task in the task datastore **110**. Alternatively, if the member **118** rejects the option and instead indicates that the representative is to provide one or more proposals for completion of the task, the representative may generate one or more proposals, as described above.

[0054] The task recommendation system **112** can record the member's reaction to being presented with an option to defer to the representative for completion of a task for use in training the machine-learning algorithm or artificial intelligence used to make recommendations to the representative for presentation of the option. For instance, if the representative opted to present the option to the member **118**, the task recommendation system **112** may record whether the member **118** selected the option or declined the offer and requested presentation of one or more proposals related to the task. Similarly, if the representative opted to present one or more proposals without presenting the option to defer to the representative, the task recommendation system **112** may record whether the member **118** was satisfied with the presentation of these one or more proposals or requested that the representative select a proposal on the member's behalf, thus deferring to the representative for completion of the task. These member reactions, along with data corresponding to the task, the representative's actions (e.g., presentation of the option, presentation of proposals, etc.), and the recommendation provided by the task recommendation system **112** may be stored in the task datastore **110** for use by the task recommendation system **112** in training and/or reinforcing

the machine-learning algorithm or artificial intelligence.

[0055] In some examples, the representative can suggest one or more tasks based on member characteristics and/or other factors. For instance, as the member **118** communicates with the representative over the chat session, the representative may evaluate any messages from the member **118** to identify any tasks that may be performed to reduce the member's cognitive load. As an illustrative example, if the member **118** indicates, over the chat session, that their spouse's birthday is coming up, the representative may utilize its knowledge of the member **118** to develop one or more tasks that may be recommended to the member **118** in anticipation of their spouse's birthday. The representative may recommend tasks such as purchasing a cake, ordering flowers, setting up a unique travel experience for the member **118**, and the like. In some instances, the representative can generate task suggestions without member input. For instance, as part of the onboarding process, the member **118** may provide the task-facilitation service **102** with access to one or more member resources, such as the member's calendar, information received or derived from the member's Internet-of-Things (IoT) devices, the member's personal fitness devices (e.g., fitness trackers, exercise equipment having communication capabilities, etc.), the member's vehicle data, and the like. Data collected from these member resources may be monitored by the representative, which may parse the data to generate task suggestions for the member **118**.

Alternatively, or additionally, data collected from these resources may be monitored by the task-facilitation system **102** (e.g., via one or more process, machine-learning models, and/or the like) to prevent the representative from directly accessing sensitive information of the member **118**.

[0056] In some examples, the data collected from a member **118** over a chat session with the representative may be evaluated by the task recommendation system **112** to identify one or more tasks that may be presented to the member **118** for completion. For instance, the task recommendation system **112** may utilize natural language processing (NLP) or other artificial intelligence to evaluate received messages or other communications from the member **118** to identify an intent. An intent may correspond to an issue that a member **118** wants resolved. Examples of intents can include, but are not limited to, topics, sentiments, complexities, and urgencies. A topic can include, but is not limited to, a subject, a product, a service, a technical issue, a use question, a complaint, a purchase request, etc. An intent can be determined, for example, based on a semantic analysis of a communication (e.g., by identifying keywords, sentence structures, repeated words, punctuation characters, tone, and/or non-article words), user input (e.g., a selection of an intent from one or more categories), message-associated statistics (e.g., typing speed and/or response latency, etc.), and/or the like. The intent may be used by the NLP algorithm or other artificial intelligence to identify possible tasks that may be recommended to the member **118**. For instance, the task recommendation system **112** may process any incoming messages from the member **118** using NLP or other artificial intelligence to detect a new task or other issue that the member **118** would like to have resolved. In some instances, the task recommendation system **112** may utilize historical task data and corresponding messages from the task datastore **110** to train the NLP or other artificial intelligence to identify possible tasks. If the task recommendation system **112** identifies one or more possible tasks that may be recommended to the member **118**, the task recommendation system **112** may present these possible tasks to the representative **106**, which may select tasks that can be shared with the member **118** over the chat session. Alternatively, or additional task recommendation system **112** may assign a likelihood (e.g., a probability that the member **118** will select or approve the task) or rank to each task and, if the likelihood or rank is greater than a threshold, share the select the task to be shared with the member **118** (e.g., in the chat session or outside a chat session such as via push notifications, a task dashboard, and/or the like). The likelihood and/or rank may be defined by a machine-learning model based on previous tasks recommended to the member **118**, previous tasks executed by the representative **106** for the member **118**, significance of the task to the member **118**, cost of executing the task, etc.

[0057] In some examples, the task recommendation system **112** can utilize computer vision or other

artificial intelligence to process images or video recordings provided by the member **118** to identify potential tasks that may be recommended to the member **118** for completion. For instance, the representative may prompt the member **118** to record images or video during a walkthrough of the member's home to identify potential tasks that may be completed for the benefit of the member **118**. As an illustrative example, the member **118** may use a mobile device (e.g., smartphone, digital video recorder, etc.) to record digital images or video related to a damaged baseboard that is in need of repair. These digital images or video may be processed by the task recommendation system **112** in real-time to detect the damaged baseboard, identify the possible scope of repairs required to the baseboard, and possible tasks that may be performed to repair the damaged baseboard. Additionally, while the digital images or video may be related to the damaged baseboard, the task recommendation system **112** may further process the digital images or video to identify additional and/or alternative issues for which tasks may be recommended. For example, if the task recommendation system **112** detects that, in addition to a damaged baseboard, the member **118** may be experiencing a termite issue within the baseboard, the task recommendation system **112** may recommend a task corresponding to extermination of the detected termites. Thus, the task recommendation system **112**, using computer vision or other artificial intelligence, may detect possible issues that the member **118** may not be aware of.

[0058] In some examples, the task recommendation system **112** can generate a list of possible tasks that may be presented to the member **118** for completion to reduce the member's cognitive load. For instance, based on an evaluation of data collected from different member sources (e.g., IoT devices, personal fitness or biometric devices, video and audio recordings, etc.), the task recommendation system **112** may identify an initial set of tasks that may be completed for the benefit of the member **118**. Additionally, the task recommendation system **112** can identify additional and/or alternative tasks based on external factors. For example, the task recommendation system **112** can identify seasonal tasks based on the member's geographic location (e.g., foliage collection, gutter cleaning, etc.). As another example, the task recommendation system **112** may identify tasks performed for the benefit of other members within the member's geographic region and/or that are otherwise similarly situated (e.g., share one or more characteristics with the member **118**). For instance, if various members within the member's neighborhood are having their gutters cleaned or driveways sealed for winter, the task recommendation system **112** may determine that these tasks may be performed for the benefit of the member **118** and may be appealing to the member **118** for completion.

[0059] In some examples, the task recommendation system **112** can use the initial set of tasks, member-specific data from the user datastore **108** (e.g., characteristics, demographics, location, historical responses to recommendations and proposals, etc.), data corresponding to similarly-situated members from the user datastore **108**, and historical data corresponding to tasks previously performed for the benefit of the member **118** and the other similarly-situated members from the task datastore **110** as input to a machine-learning algorithm or artificial intelligence to identify a set of tasks that may be recommended to the member **118** for performance. For instance, while an initial set of tasks may include a task related to gutter cleaning, based on the member's preferences, the member **118** may prefer to perform this task itself. As such, the output of the machine-learning algorithm or artificial intelligence (e.g., the set of tasks that may be recommended to the member **118**) may omit this task. Further, in addition to the set of tasks that may be recommended to the member **118**, the output of the machine-learning algorithm or artificial intelligence may specify, for each identified task, a recommendation for presentation of the button or other GUI element that the member **118** may select to indicate that it would like to defer to the representative for performance of the task, as described above.

[0060] A listing of the set of tasks that may be recommended to the member **118** may be provided to the representative for a final determination as to which tasks may be presented to the member **118** through task-specific interfaces (e.g., a communications session specific to these tasks, etc.). In



some examples, the task recommendation system **112** can rank the listing of the set of tasks based on a likelihood of the member **118** selecting the task for delegation to the representative for performance and/or coordination with third-party services **116**. Alternatively, the task recommendation system **112** may rank the listing of the set of tasks based on the level of urgency for completion of each task. The level of urgency may be determined based on member characteristics (e.g., data corresponding to a member's own prioritization of certain tasks or categories of tasks) and/or potential risks to the member **118** if the task is not performed. For example, a task corresponding to replacement or installation of carbon monoxide detectors within the member's home may be ranked higher than a task corresponding to the replacement of a refrigerator water dispenser filter, as carbon monoxide filters may be more critical to member safety. As another illustrative example, if a member **118** places significant importance on the maintenance of their vehicle, the task recommendation system **112** may rank a task related to vehicle maintenance higher than a task related to other types of maintenance. As yet another illustrative example, the task recommendation system **112** may rank a task related to an upcoming birthday higher than a task that can be completed after the upcoming birthday.

[0061] The representative may review the set of tasks recommended by the task recommendation system **112** and select one or more of these tasks for presentation to the member **118** via task-specific interfaces corresponding to these tasks. Further, as described above, the representative may determine whether a task is to be presented with an option to defer to the representative for performance of the task (e.g., with a button or other GUI element to indicate the member's preference to defer to the representative for performance of the task). In some instances, the one or more tasks may be presented to the member **118** according to the ranking generated by the task recommendation system **112**. Alternatively, the one or more tasks may be presented according to the representative's understanding of the member's own preferences for task prioritization. Through an interface provided by the task-facilitation service **102**, the member **118** may access any of the task-specific interfaces related to these tasks to select one or more tasks that may be performed with the assistance of the representative. The member **118** may alternatively dismiss any presented tasks that the member **118** would rather perform personally or that the member **118** does not otherwise want performed.

[0062] In some examples, the task recommendation system **112** can automatically select one or more of the tasks for presentation to the member **118** via the task-specific interface without representative interaction. For instance, the task recommendation system **112** may utilize a machine-learning algorithm or artificial intelligence to select which tasks from the listing of the set of tasks previously ranked by the task recommendation system **112** may be presented to the member **118** through task-specific interfaces. As an illustrative example, the task recommendation system **112** may use the member profile corresponding to the member **118** (which can include historical data corresponding to member-representative communications, member feedback corresponding to representative performance and presented tasks/proposals, etc.), from the user datastore **108**, tasks currently in progress for the member **118**, and the listing of the set of tasks as input to the machine-learning algorithm or artificial intelligence. The output generated by the machine-learning algorithm or artificial intelligence may indicate which tasks of the listing of the set of tasks are to be presented automatically to the member **118** task-specific interfaces corresponding to these tasks. As the member **118** interacts with these newly presented tasks, the task recommendation system **112** may record these interactions and use these interactions to further train the machine-learning algorithm or artificial intelligence to better determine which tasks to present to member **118** and other similarly-situated members.

[0063] In some examples, the task recommendation system **112** can monitor the chat session between the member **118** and the representative, as well as member interactions with task-specific interfaces provided by the task facilitation service **102** and related to different tasks that may be performed on behalf of the member **118** to collect data with regard to member selection of tasks for

delegation to the representative for performance. For instance, the task recommendation system **112** may process messages corresponding to tasks presented to the member **118** by the representative over the chat session, as well as any interactions with the task-specific interfaces corresponding to these tasks (e.g., any task-specific communications sessions, member creation of discussions related to particular tasks, etc.) to determine a polarity or sentiment corresponding to each task. For instance, if a member **118** indicates, in a message to the representative, that it would prefer not to receive any task recommendations corresponding to vehicle maintenance, the task recommendation system **112** may ascribe a negative polarity or sentiment to tasks corresponding to vehicle maintenance. Alternatively, if a member **118** selects a task related to gutter cleaning for delegation to the representative and/or indicates in a message to the representative that recommendation of this task was a great idea, the task recommendation system **112** may ascribe a positive polarity or sentiment to this task. In some examples, the task recommendation system **112** can use these responses to tasks recommended to the member **118** to further train or reinforce the machine-learning algorithm or artificial intelligence utilized to generate task recommendations that can be presented to the member **118** and other similarly situated members of the task-facilitation service **102**.

[0064] In some examples, in addition to recommending tasks that may be performed for the benefit of the member **118**, a representative may recommend one or more curated experiences that may be appealing to the member **118** to take their mind off of urgent matters and to spend more time on themselves and their families. As noted above, during an onboarding process, a member **118** may be prompted to indicate any of its interests or hobbies that the member **118** finds enjoyable.

Further, as the representative continues its interactions with the member **118** over the chat session, the representative may prompt the member **118** to provide additional information regarding its interests in a natural way. For instance, a representative may ask the member **118** “what will you be doing this weekend?” Based on the member response, the representative may update the member profile to indicate the member's preferences. Thus, over time, the representative and the task-facilitation service **102** may develop a deeper understanding of the member's interests and hobbies.

[0065] In some examples, the task-facilitation service **102** generates, in each geographic market in which the task-facilitation service **102** operates, a set of experiences that may be available to members. For instance, the task-facilitation service **102** may partner with various organizations within each geographic market to identify unique and/or time-limited experience opportunities that may be of interest to members of the task-facilitation service. Additionally, for experiences that may not require curation (e.g., hikes, walks, etc.), the task-facilitation service **102** may identify popular experiences within each geographic market that may be appealing to its members. The information collected by the task-facilitation service **102** may be stored in a resource library or other repository accessible to the task recommendation system **112** and the various representatives **106**.

[0066] In some examples, for each available experience, the task-facilitation service **102** can generate a template that includes both the information required from a member **118** to plan the experience on behalf of the member **118** and a skeleton of what the proposal for the experience recommendation will look like when presented to the member **118**. This may make it easier for a representative to complete definition of task(s) associated with the experience. In some instances, the template may incorporate data from various sources that provide high-quality recommendations, such as travel guides, food and restaurant guides, reputable publications, and the like. If the representative selects a particular template for creation of a task associated with an experience, the task-recommendation system **112** can automatically identify the portions of the member profile that may be used to populate the template. For example, if the representative selects a template corresponding to an evening out at a restaurant, the task recommendation system **112** may automatically process the member profile to identify any information corresponding to the member's dietary preferences and restrictions that may be used to populate one or more fields

within the task template selected by the representative

[0067] In some examples, the task recommendation system **112**, periodically (e.g., monthly, bi-monthly, etc.) or in response to a triggering event (e.g., a set number of tasks are performed, member request, etc.), selects a set of experiences that may be recommended to the member **118**. For instance, similar to the identification of tasks that may be recommended to the member **118**, the task recommendation system **112** may use at least the set of available experiences and the member's preferences from the user datastore **108** as input to a machine-learning algorithm or artificial intelligence to obtain, as output, a set of experiences that may be recommended to the member **118**. The task recommendation system **112**, in some instances, may present this set of experiences to the member **118** over the chat session on behalf of the representative or through task-specific interfaces corresponding to each of the set of experiences. Each experience recommendation may specify a description of the experience and any associated costs that may be incurred by the member **118**. Further, for each experience recommendation presented, the task recommendation system **112** may provide a button or other GUI element that may be selectable by the member **118** to request curation of the experience for the member **118**.

[0068] If the member **118** selects a particular experience recommendation corresponding to an experience that the member **118** would like to have curated on its behalf, the task recommendation service **112** or representative may generate one or more new tasks related to the curation of the selected experience recommendation. For instance, if the member **118** selects an experience recommendation related to a weekend picnic, the task recommendation system **112** or representative may add a new task to the member's tasks list such that the member **118** may evaluate the progress in completion of the task. Further, the representative may ask the member **118** particularized questions related to the selected experience to assist the representative in determining a proposal for completion of tasks associated with the selected experience. For example, if the member **118** selects an experience recommendation related to the curation of a weekend picnic, the representative may ask the member **118** as to how many adults and children will be attending, as this information may guide the representative in curating the weekend picnic for all parties and to identify appropriate third-party services **116** and possible venues for the weekend picnic. The responses provided by the member **118** may be used to update the member profile such that, for similar experiences and related tasks, these responses may be used to automatically obtain information that may be used for curation of the experience.

[0069] Similar to the process described above for the completion of a task for the benefit of a member **118**, the representative can generate one or more proposals for curation of a selected experience. For instance, the representative may generate a proposal that provides, amongst other things, a list of days/times for the experience, a list of possible venues for the experience (e.g., parks, movie theaters, hiking trails, etc.), a list of possible meal options and corresponding prices, options for delivery or pick-up of meals, and the like. The various options in a proposal may be presented to the member **118** over a chat session or communication session specific to the experience (e.g., a task-specific interface corresponding to the particular experience) and via the application or web portal provided by the task-facilitation service **102**. Based on the member responses to the various options presented in the proposal, the representative may indicate that it is starting the curation process for the experience. Further, the representative may provide information related to the experience that may be relevant to the member **118**. For example, if the member **118** has selected an option to pick-up food from a selected restaurant for a weekend picnic, the representative may provide detailed driving directions from the member's home to the restaurant to pick up the food (this would not be presented if the member **118** had selected a delivery option), detailed driving directions from the restaurant to the selected venue, parking information, a listing of the food that is to be ordered, and the total price of the food order. The member **118** may review this proposal and may determine whether to accept the proposal. If the member **118** accepts the proposal, the representative may proceed to perform various tasks to

curate the selected experience.

[0070] Once a member **118** has selected a particular proposal for a particular task, or has selected a button or other GUI element associated with the particular task to indicate that it wishes to defer to the representative for performance of the task, if the task is to be completed using third-party services **116**, the representative may coordinate with one or more third-party services **116** for completion of the task for the benefit of the member **118**. For instance, the representative may utilize a task coordination system **114** of the task-facilitation service **102** to identify and contact one or more third-party services **116** for performance of a task. As noted above, the task coordination system **114** may include a resource library that includes detailed information related to third-party services **116** that may be available for the performance of tasks on behalf of members of the task-facilitation service **102**. For example, an entry for a third-party service in the resource library may include contact information for the third-party service, any available price sheets for services or goods offered by the third-party service, listings of goods and/or services offered by the third-party service, hours of operation, ratings or scores according to different categories of members, and the like. The representative may query the resource library to identify the one or more third-party services that are to perform the task and determine an estimated cost for performance of the task. Further, the representative may contact the one or more third-party services **116** to coordinate performance of the task for the benefit of the member **118**.

[0071] In some instances, the resource library may further include detailed information corresponding to other services and other entities that may be associated or affiliated with the task-facilitation service **102** and that are contracted to perform various tasks on behalf of members of the task-facilitation service **102**. These other services and other entities may provide their services or goods at rates agreed upon with the task-facilitation service **102**. If the representative selects any of these other services or other entities from the resource library, the representative may be able to determine the particular parameters (e.g., price, availability, time required, etc.) for completion of the task.

[0072] In some instances, for a given task, the representative (such as through a web portal or application provided by the task facilitation service) can query the resource library to identify one or more third-party services and other services/entities affiliated with the task-facilitation service **102** from which to solicit quotes for completion of the task. For instance, for a newly created task, the representative may transmit a job offer to these one or more third-party services and other services/entities. The job offer may indicate various characteristics of the task that is to be completed (e.g., scope of the task, general geographic location of the member **118** or of where the task is to be completed, desired budget, etc.). Through an application or web portal provided by the task-facilitation service **102**, a third-party service or other service/entity may review the job offer and determine whether to submit a quote for completion of the task or to decline the job offer. If a third-party service or other service/entity opts to reject the job offer, the representative may receive a notification indicating that the third-party service or other service/entity has declined the job offer. Alternatively, if a third-party service or other service/entity opts to bid to perform the task (e.g., accepts the job offer), the third-party service or other service/entity may submit a quote for completion of the task. This quote may indicate the estimated cost for completion of the task, the time required for completion of the task, the estimated date in which the third-party service or other service/entity is available to begin performance of the task, and the like.

[0073] The representative may use any provided quotes from the third-party services and/or other services/entities to generate different proposals for completion of the task. These different proposals may be presented to the member **118** through the task-specific interface corresponding to the particular task that is to be completed. If the member **118** selects a particular proposal from the set of proposals presented through the task-specific interface, the representative may transmit a notification to the third-party service or other service/entity that submitted the quote associated with the selected proposal to indicate that it has been selected for completion of the task. The

representative may utilize a task coordination system **114** to coordinate with the third-party service or other service/entity for completion of the task.

[0074] In some instances, if the task is to be completed by the representative **106**, the representative **106** may utilize the task coordination system **115** of the task-facilitation service **102** to identify any resources that may be utilized by the representative **106** for performance of the task. The resource library may include detailed information related to different resources available for performance of a task. As an illustrative example, if the representative **106** is tasked with purchasing a set of filters for the member's home, the representative **106** may query the resource library to identify a retailer that may sell filters of a quality and/or price that is acceptable to the member **118** and that corresponds to the proposal accepted by the member **118**. Further, the representative **106** may obtain, from the user datastore **108**, available payment information of the member **118** that may be used to provide payment for any resources required by the representative **106** to complete the task. Using the aforementioned example, the representative **106** may obtain payment information of the member **118** from the user datastore **108** to complete a purchase with the retailer for the set of filters that are to be used in the member's home.

[0075] In some examples, the task coordination system **114** uses a machine-learning algorithm or artificial intelligence to select one or more third-party services **116** and/or resources on behalf of the representative for performance of a task. For instance, the task coordination system **114** may utilize the selected proposal or parameters related to the task (e.g., if the member **118** has deferred to the representative for determination of how the task is to be performed), as well as historical task data from the task datastore **110** corresponding to similar tasks as input to the machine-learning algorithm or artificial intelligence. The machine-learning algorithm or artificial intelligence may produce, as output, a listing of one or more third-party services **116** that may perform the task with a high probability of satisfaction to the member **118**. If the task is to be performed by the representative **106**, the machine-learning algorithm or artificial intelligence may produce, as output, a listing of resources (e.g., retailers, restaurants, brands, etc.) that may be used by the representative **106** for performance of the task with a high probability of satisfaction to the member **118**. As noted above, the resource library may include, for each third-party service **116**, a rating or score associated with the satisfaction with the third-party service **116** as determined by members of the task-facilitation service **102**. Further, the resource library may include a rating or score associated with the satisfaction with each resource (e.g., retailers, restaurants, brands, goods, materials, etc.) as determined by members of the task-facilitation service **102**. For example, when a task is completed, the representative may prompt the member **118** to provide a rating or score with regard to the performance of a third-party service in completing a task for the benefit of the member **118**. As another example, if the task is performed by the representative **106**, the representative may prompt the member **118** to provide a rating or score with regard to the representative's performance and to the resources utilized by the representative for completion of the task. Each rating or score is associated with the member that provided the rating or score, such that the task coordination system **114** may determine, using the machine-learning algorithm or artificial intelligence, a likelihood of satisfaction for performance of a task based on the performance of the third-party service or of the satisfaction with the resources utilized by representatives with regard to similar tasks for similarly-situated members. The task coordination system **114** may generate a listing of recommended third-party services **116** and/or resources for performance of a task, whereby the listing may be ranked according to the likelihood of satisfaction (e.g., score or other metric) assigned to each identified third-party service and/or resource.

[0076] In some instances, if the task cannot be completed by the third-party service or other service/entity according to the estimates provided in the selected proposal, the member **118** may be provided with an option to cancel the particular task or otherwise make changes to the task. For instance, if the estimated cost for performance of the task exceeds the maximum amount specified in the proposal, the member **118** may ask the representative to find an alternative third-party service

or other service/entity for performance of the task within the budget specified in the proposal. Similarly, if the timeframe for completion of the task is not within the timeframe indicated in the proposal, the member **118** can ask the representative to find an alternative third-party service or other service/entity for performance of the task within the original timeframe. The member's interventions may be recorded by the task recommendation system **112** and the task coordination system **114** to retrain their corresponding machine-learning algorithms or artificial intelligence to better identify third-party services **116** or other services/entities that may perform tasks within the defined proposal parameters.

[0077] In some examples, once the representative has contracted with one or more third-party services **116** or other services/entities for performance of a task, the task coordination system **114** may monitor performance of the task by these third-party services **116** or other services/entities. For instance, the task coordination system **114** may record any information provided by the third-party services **116** or other services/entities with regard to the timeframe for performance of the task, the cost associated with performance of the task, any status updates with regard to performance of the task, and the like. The task coordination system **114** may associate this information with the data record in the task datastore **110** corresponding to the task being performed. Status updates provided by third-party services **116** or other services/entities may be provided automatically to the member **118** via the application or web portal provided by the task-facilitation service **102** and to the representative.

[0078] In some examples, if the task is to be performed by the representative **106**, the task coordination system **114** can monitor performance of the task by the representative **106**. For instance, the task coordination system **114** may monitor, in real-time, any communications between the representative **106** and the member **118** regarding the representative's performance of the task. These communications may include messages from the representative **106** indicating any status updates with regard to performance of the task, any purchases or expenses incurred by the representative **106** in performing the task, the timeframe for completion of the task, and the like. The task coordination system **114** may associate these messages from the representative **106** with the data record in the task datastore **110** corresponding to the task being performed.

[0079] In some instances, the representative may automatically provide payment for the services and/or goods provided by the one or more third-party services **116** on behalf of the member **118** or for purchases made by the representative for completion of a task. For instance, during an onboarding process, the member **118** may provide payment information (e.g., credit card numbers and associated information, debit card numbers and associated information, banking information, etc.) that may be used by a representative to provide payment to third-party services **116** or for purchases to be made by the representative **106** for the benefit of the member **118**. Thus, the member **118** may not be required to provide any payment information to allow the representative **106** and/or third-party services **116** to initiate performance of the task for the benefit of the member **118**. This may further reduce the cognitive load on the member **118** to manage performance of a task.

[0080] As noted above, once a task has been completed, the member **118** may be prompted to provide feedback with regard to completion of the task. For instance, the member **118** may be prompted to provide feedback with regard to the performance and professionalism of the selected third-party services **116** in performance of the task. Further, the member **118** may be prompted to provide feedback with regard to the quality of the proposal provided by the representative and as to whether the performance of the task has addressed the underlying issue associated with the task. Using the responses provided by the member **118**, the task-facilitation service **102** may train or otherwise update the machine-learning algorithms or artificial intelligence utilized by the task recommendation system **112** and the task coordination system **114** to provide better identification of tasks, creation of proposals, identification of third-party services **116** or other services/entities for completion of tasks for the benefit of the member **118** and other similarly-situated members,

identification of resources that may be provided to the representative **106** for performance of a task for the benefit of the member **118**, and the like.

[0081] It should be noted that for the processes described herein, various operations performed by the representative **106** may be additionally, or alternatively, performed using one or more machine-learning algorithms or artificial intelligence. For example, as the representative **106** performs or otherwise coordinates performance of tasks on behalf of a member **118** over time, the task-facilitation service **102** may continuously and automatically update the member profile according to member feedback related to the performance of these tasks by the representative **106** and/or third-party services **116**. In some examples, the task recommendation system **112**, after a member's profile has been updated over a period of time (e.g., six months, a year, etc.) or over a set of tasks (e.g., twenty tasks, thirty tasks, etc.), may utilize a machine-learning algorithm or artificial intelligence to automatically and dynamically generate new tasks based on the various attributes of the member's profile (e.g., historical data corresponding to member-representative communications, member feedback corresponding to representative performance and presented tasks/proposals, etc.) with or without representative interaction. The task recommendation system **112** may automatically communicate with the member **118** to obtain any additional information required for new tasks and automatically generate proposals that may be presented to the member **118** for performance of these tasks. The representative **106** may monitor communications between the task recommendation system **112** and the member **118** to ensure that the conversation maintains a positive polarity (e.g., the member **118** is satisfied with its interaction with the task recommendation system **112** or other bot, etc.). If the representative **106** determines that the conversation has a negative polarity (e.g., the member **118** is expressing frustration, the task recommendation system **112** or bot is unable to process the member's responses or asks, etc.), the representative **106** may intervene in the conversation. This may allow the representative **106** to address any member concerns and perform any tasks on behalf of the member **118**.

[0082] Thus, unlike automated customer service systems and environments, wherein these systems and environment may have little to no knowledge of the users interacting with agents or other automated systems, the task recommendation system **112** can continuously update the member profile to provide up-to-date historical information about the member **118** based on the member's automatic interaction with the system or interaction with the representative **106** and on the tasks performed on behalf of the member **118** over time. This historical information, which may be automatically and dynamically updated as the member **118** or the system interacts with the representative **106** and as tasks are devised, proposed, and performed for the member **118** over time, may be used by the task recommendation system **112** to anticipate, identify, and present appropriate or intelligent responses to member **118** queries, needs, and/or goals.

[0083] FIG. 2 shows an illustrative example of an environment in which task-related data is collected and aggregated from a member area to identify one or more tasks that can be recommended to the member for performance by a representative and/or third-party services in accordance with aspects of the present disclosure. In the environment **200**, a member, via a computing device **120** (e.g., laptop computer, smartphone, etc.), may transmit task-related data to the representative **106** assigned to the member to identify one or more tasks that may be performed for the benefit of the member. For example the member can manually enter one or more tasks that the member would like to delegate to the representative **106** for performance. The task-facilitation service **102** may provide, to the member and via an application provided by the task-facilitation service **102**, an option for manual entry **204** of a task that may be delegated to the representative **106** or that may otherwise be added to the member's list of tasks.

[0084] If the member selects an option for manual entry **204** of a task, the task-facilitation service **102** may provide, via an interface of the application or web portal, a task template through which the member may enter various details related to the task. The task template may include various fields through which the member may provide a name for the task, a description of the task (e.g., "I

need to have my gutters cleaned before the upcoming storm,” “I’d like to have painters touch up my powder room,” etc.), a timeframe for performance of the task (e.g., a specific deadline date, a date range, a level of urgency, etc.), a budget for performance of the task (e.g., no budget limitation, a specific maximum amount, etc.), and the like.

[0085] In some instances, if the member selects an option for manual entry **304** of a task, the task facilitation service **102** may provide the member with different task templates that may be used to generate a new task. As noted above, the task facilitation service may maintain a resource library that serves as a repository for different task templates corresponding to different task categories (e.g., vehicle maintenance tasks, home maintenance tasks, family-related event tasks, care giving tasks, experience-related tasks, etc.). A task template may include a plurality of task definition fields that may be used to define a task that may be performed for the benefit of the member. For example, the task definition fields corresponding to a vehicle maintenance task may be used to define the make and model of the member's vehicle, the age of the vehicle, information corresponding to the last time the vehicle was maintained, any reported accidents associated with the vehicle, a description of any issues associated with the vehicle, and the like. Thus, each task template maintained in the resource library may include fields that are specific to the task category associated with the task template.

[0086] Through the resource library, the member may evaluate each of the available task templates to select a particular task template that may be closely associated with the new task the member wishes to create. Once the member has selected a particular task template, the member may populate one or more task definition fields that may be used to define a task that may be performed for the benefit of the member. These fields may be specific to the task category associated with the task template. In some instances, based on the selected task template, the task facilitation service **102** may automatically populate one or more task definition fields based on information specified within the member profile, as described above.

[0087] In some examples, the task template provided to the member may be tailored specifically according to the characteristics of the member identified by the task-facilitation service **102**. As noted above, the task-facilitation service **102**, during a member onboarding process, may generate a member profile or model for the member that may be used to identify and recommend tasks and proposals to the member over time. The member profile or model may define a set of attributes of the member that may be used by a representative **106** to determine how best to approach the member in conversation, in recommending tasks and proposals to the member, and in performance of the tasks for the benefit of the member. These attributes may include a measure of member behavior or preference in delegating certain categories of tasks to others or in performing certain categories of tasks itself. These member attributes may indicate whether the member is concerned with budgets, with brand recognition, with reviews (e.g., restaurant reviews, product reviews, etc.), with punctuality, with speed of response, and the like. Based on these member attributes, the task-facilitation service **102** may omit particular fields from the task template. For example, if a member attribute specifies that the member is not concerned with budgets for completion of tasks, the task-facilitation service **102** may omit a field from the task template corresponding to the member's budget for the task. As another illustrative example, if the task-facilitation service **102** determines that the member has a preference for either high-end or top-rated brands for performance of its tasks, the task-facilitation service **102** may omit one or more fields corresponding to selection or identification of brands for performance of the task, as the task-facilitation service **102** may utilize a resource library to identify high-end or top-rated brands for the performance of the task.

[0088] If the member submits, via the computing device **120** or through an interface provided by the task-facilitation service **102**, a task template corresponding to a task that is to be performed for the benefit to the member, the representative **106** assigned to the member may obtain and evaluate the completed task template to determine how best to perform the task for the benefit of the member. For instance, the representative **106** may evaluate the completed task template and



generate a new task for the member corresponding to the task-related details provided by the completed task template. Further, based on the representative's knowledge of the member (e.g., from interaction with the member, from the member profile, etc.), the representative **106** may determine whether to prompt the member for additional information that may be used to determine how best to perform the task. For instance, if the member has indicated that the member wants their gutters cleaned but has not indicated when the gutters should be cleaned via the completed task template, the representative **106** may communicate with the member via an active communication session to inquire as to the timeframe for cleaning of the gutters. As another example, if the member has submitted a task without a particular budget for performance of the task, and the representative **106** knows (e.g., based on the member profile, personal knowledge of the member, etc.) that the member is budget-conscious, the representative **106** may communicate with the member to determine what the budget should be for performance of the task. Any information obtained may be used to supplement the member profile such that, for future tasks, this newly obtained information may be automatically retrieved from the member profile without requiring additional prompts to the member.

[0089] In some examples, a member can submit a request to the representative **106** to generate a project for which one or more tasks may be determined by the representative **106** and/or by the task recommendation system **112** or that otherwise may include one or more tasks that are to be completed for the project. For example, via the chat session established between the member and the assigned representative **106**, the member may indicate that it would like to initiate a project. As an illustrative example, a member may transmit a message to the representative **106** that the member would like help in planning a move to Denver in August. In response to this message, the representative **106** may identify one or more tasks that may be involved with this project (e.g., move to Denver) and generate these one or more tasks for presentation to the member. For instance, the representative **106** may generate tasks including, but not limited to, defining a moving budget, finding a moving company, purging any unwanted belongings, coordinating utilities at the present location and at the new location, and the like. These tasks may be presented to the member via an interface specific to the project to allow the member to evaluate each of these tasks associated with the project and coordinate with the representative **106** to determine how each of these tasks may be performed (e.g., the member performs certain tasks itself, the member delegates certain tasks to the representative, the member defines parameters for performance of the tasks, etc.).

[0090] If the member requests creation of a project that includes one or more tasks that are to be performed as part of the project, an interface specific to the project may be created. The project interface may include links or other graphical user interface (GUI) elements corresponding to each of the tasks associated with the project. Selection of a particular link or other GUI element corresponding to a particular task associated with the project may cause the task facilitation service **102** to present an interface specific to the particular task. Through this interface, the member may communicate with the representative **106** to exchange messages related to the particular task, to review proposals related to the particular task, to monitor performance of the particular task, and the like

[0091] In some examples, messages exchanged between the member and the representative **106** may be processed by the task recommendation system **112** to identify potential projects and/or tasks that may be recommended to the representative **106** for presentation to the member. As noted above, the task recommendation system **112** may utilize NLP or other artificial intelligence to evaluate exchanged messages or other communications from the member to identify possible tasks that may be recommended to the member. For instance, the task recommendation system **112** may process any incoming messages from the member using NLP or other artificial intelligence to detect a new project, new task, or other issue that the member would like to have resolved. In some instances, the task recommendation system **112** may utilize historical task data and corresponding messages from a task datastore to train the NLP or other artificial intelligence to identify possible

tasks. If the task recommendation system **112** identifies one or more possible projects and/or tasks that may be recommended to the member, the task recommendation system **112** may present these possible tasks to the representative **106**, which may select projects and/or tasks that can be shared with the member over the chat session.

[0092] In some examples, if the task recommendation system **112** identifies a project that may be proposed to the member based on messages exchanged between the member and the representative **106**, the task recommendation system **112** can utilize a resource library maintained by the task-facilitation service **102** to identify one or more tasks associated with the project that may be recommended to the representative **106**. For example, if the task recommendation system **112** identifies a project related to the member's indication that it is preparing to move to Denver, the task recommendation system **112** may query the resource library to identify any tasks associated with a move to a new location. In some instances, the query to the resource library may include member attributes from the member profile. This may allow the task recommendation system **112** to identify any tasks that may have been performed or otherwise proposed to similarly situated members (e.g., members in similar geographic locations, members having similar attributes to that of the present member, etc.) for similar projects.

[0093] In some examples, the task recommendation system **112** uses a machine-learning algorithm or other artificial intelligence to identify the tasks that may be recommended to the representative **106** for an identified project. For example, the task recommendation system **112** may identify, from the aforementioned resource library, any tasks that may be associated with the identified project. The task recommendation system **112** may process the identified tasks and the members profile using the machine-learning algorithm or other artificial intelligence to determine which of the identified tasks may be recommended to the representative **106** for presentation to the member. Further, the task recommendation system **112** may provide, to the representative **106**, any tasks that may need to be performed for the benefit of the member with an option to defer to the representative **106** for completion of the task. For example, if the task recommendation system **112** determines that, based on the member profile, that the member is likely to fully delegate a task to the representative **106** without need to review or provide any other input, the task recommendation system **112** may provide the task to the representative **106** with a recommendation to present an option to the member to defer performance of the task to the representative **106** (such as through a "Run With It" button).

[0094] In some instances, the task recommendation system **112** may provide a listing of the set of tasks that may be recommended to the member to the representative **106** for a final determination as to which tasks may be presented to the member via the chat session. As noted above, the task recommendation system **112** can rank the listing of the set of tasks based on a likelihood of the member selecting the task for delegation to the representative for performance and coordination with third-party services **116** or other services/entities affiliated with the task facilitation service **102**. Alternatively, the task recommendation system **112** may rank the listing of the set of tasks based on the level of urgency for completion of each task. For example, if the task recommendation system **112** determines that a task corresponding to the hiring of a moving company is of greater urgency than a task corresponding to the coordination of utilities, the task recommendation system **112** may rank the former task higher than the latter task.

[0095] In some examples, if the task recommendation system **112** identifies a project that may be created based on the messages exchanged between the member and the representative **106**, and the task recommendation system **112** identifies one or more tasks associated with the identified project, the task recommendation system **112**, via the representative **106**, may provide the member with a project definition and the tasks associated with the identified project to obtain the member's approval to proceed with the project. For instance, via an application or web portal provided by the task-facilitation service **102** and access through a computing device **120**, the member may review the proposed project and the associated tasks to determine whether to proceed with the proposed

project. The member may communicate with the representative **106** to further define the project and/or any tasks associated with the project, including defining the scope of the project and of any of the tasks proposed for completion of the project. As an illustrative example, if the representative **106** through a project-specific communications session proposes a project corresponding to the member's upcoming move to Denver and any tasks associated with this proposed project, the member may communicate with the representative **106** to discuss the proposed project and the associated tasks (e.g., inquire about timelines, inquire about budgets, etc.). Based on the member's communications with the representative **106**, the representative **106** and/or task recommendation system **112** may identify any questions that may be provided to the member to further define the scope of the project and any associated tasks. For example, the representative **106** may prompt the member to indicate the amount of square footage in their existing home, which may be useful in determining the scope of moving services that may be required for the project corresponding to the upcoming move to Denver. Information obtained through member responses to these prompts may be used to supplement the member profile.

[0096] In some examples, once the member has approved a particular project that is to be executed for the benefit of the member, the task recommendation system **112** assigns a priority to the project and the associated tasks based on input from the member (e.g., deadlines, desired priority, etc.). For example, if the member has indicated that the project associated with an upcoming move to Denver is more pressing than projects related to vehicle maintenance, the task recommendation system **112** may prioritize the project associated with the upcoming move to Denver over other projects related to vehicle maintenance. This may cause the application the web portal accessed by the member via the computing device **120** to more prominently display the project related to the upcoming move to Denver over these other projects. In some instances, the priority assigned to a particular project may further be assigned to the tasks associated with the project. For example, the task recommendation system **112** may use the priority of each of the projects created for the member as another factor in ranking the various tasks identified by the representative **106** and/or task recommendation system **112**.

[0097] Tasks associated with a project may be added to an active queue that may be used by the task recommendation system **112** to determine which tasks a representative **106** may work on for the benefit of the member. For instance, a representative **106** may be presented with a limited set of tasks that the representative **106** based on the prioritization or ranking of tasks performed by the task recommendation system **112**. The selection of a limited set of tasks may limit the number of tasks that may be worked on by the representative **106** at any given time, which may reduce the risk to the representative **106** of being overburdened with working on a member's task list.

[0098] In some examples, the task-facilitation service **102** can present the member, via the application implemented on the member's computing device **120** or accessed via a web portal provided by the task-facilitation service **102**, a task list corresponding to the member's current and upcoming tasks. The task-facilitation service **102** may provide, via the task list, the status of each task (e.g., created, in-progress, recurring, completed, etc.). In some instances, the task-facilitation service **102** may allow the member to filter tasks as needed such that the member can customize and determine which tasks are to be presented to the member via the application or web portal.

[0099] The task-facilitation service **102**, in addition to presenting the task list corresponding to the member's current and upcoming tasks, may signal which of these tasks are assigned to the member or to the representative **106**. For instance, the task-facilitation service **102** may display an assignment tag to each task presented to the member via the application or web portal. The assignment tag may explicitly indicate whether a corresponding task is assigned to the member or to the representative **106**. Additionally, or alternatively, a task may be presented to the member via the application or web portal using color coding, wherein the color used for the task may further indicate whether the task is assigned to the member or to the representative **106**. As an illustrative example, if a task is assigned to the representative **106**, the task may be presented with a

“REPRESENTATIVE” attribute tag and within a task bubble using a shade of orange to further indicate that the task is assigned to the representative **106**. Alternatively, if a task is assigned to the member, the task may be presented with a “MEMBER” attribute tag and within a task bubble using a shade of green to further indicate that the task is assigned to the member. It should be noted that while attribute tags and color indicators are used throughout the present disclosure for the purpose of illustration, other assignment indicators may be utilized to differentiate tasks assigned to the member and tasks assigned to the representative **106**.

[0100] In some examples, the task-facilitation service **102** can provide members, via the application or web portal, with options to obtain more information about specific tasks from the task list. For instance, each task presented via the task list may include an option to obtain more information related to the task. In some examples, if a member selects an option to obtain more information for a particular task, the task-facilitation service **102** can evaluate the member's profile to determine how much information is to be provided to the member without increasing the likelihood of cognitive overload for the member. For instance, if the member has a propensity to delegate tasks to the representative **106** and generally delegates all aspects of a task to the representative **106**, the task-facilitation service **102** may provide basic information associated with the task (e.g., short task description, estimated completion time for the task, etc.). However, if the member is more detail oriented and is heavily involved in the completion of tasks, the task-facilitation service **102** may provide more information associated with the task (e.g., detailed task description, steps being performed to complete the task, any budget information for the task, etc.). In some examples, the task-facilitation service **102** can utilize a machine-learning algorithm or artificial intelligence to determine how much information related to a task should be presented to the member **102**. For instance, the task-facilitation service **102** may use the member profile and data corresponding to the task as input to the machine-learning algorithm or artificial intelligence. The resulting output may provide a recommendation as to what information regarding the task should be presented to the member. In some instances, the recommendation can be provided to the representative **106**, which may evaluate the recommendation and determine what information may be presented to the member for the selected task. When information for a task is provided to the member, the task-facilitation service **102** may monitor member interaction with the representative **106** to identify the member's response to the presentation of the information. The response may be used to further train the machine-learning algorithm or artificial intelligence to provide better recommendations with regard to task information that may be presented to members of the task-facilitation service **102**.

[0101] In some examples, a member, via a computing device **120**, can submit one or more user recordings **206** that may be used to identify tasks that can be performed for the benefit of the member. For instance, a member may upload, to the task-facilitation service **102**, one or more digital images of the member area **202** that may be indicative of issues within the member area **202** for which tasks may be created. As an illustrative example, the member may capture an image of a broken baseboard that is in need of repair. As another illustrative example, the member may capture an image of a clogged gutter. The representative **106** may obtain these digital images and manually identify one or more tasks that may be performed to address the issues represented in the uploaded digital images. For instance, if the representative **106** receives a digital image that illustrates a broken baseboard, the representative **106** may generate a new task corresponding to the repair of the broken baseboard. Similarly, if the representative **106** receives a digital image that illustrates a clogged gutter, the representative **106** may generate a task corresponding to the cleaning of the member's gutters.

[0102] User recordings **206** may further include audio and/or video recordings within the member area **202** corresponding to possible issues for which tasks may be generated. For instance, the member may utilize their smartphone or other recording device to generate an audio and/or video recording of different portions of the member area **202** to highlight issues that may be used to

generate one or more tasks that may be performed to address the issues. As an illustrative example, during a chat session with the representative **106**, a member may walk through the member area **202** with their smartphone and record a video highlighting issues that the member would like addressed by the task-facilitation service **102**. During this walkthrough of the member area **202**, the member may indicate (e.g., by speaking into the smartphone, pointing at issues, etc.) what these issues are and possible instructions or other parameters for addressing these issues (e.g., timeframes, budgets, level of urgency, etc.). Using the example of the broken baseboard described above, the member may record a video highlighting the broken baseboard while indicating “I would like to have this baseboard fixed soon as we're getting ready to sell the house.” This video, thus, may highlight an issue related to a broken baseboard and a level of urgency in having the baseboard repaired within a short timeframe due to the member selling their home.

[0103] The member, via the computing device **120**, may provide the user recordings **206** to the representative **106**, which may review the user recordings **206** to identify any tasks that may be recommended to the member to address any of the issues indicated by the member in the user recordings **206**. For instance, the representative **106** may analyze the provided user recordings **206** and identify tasks that may be performed to address any issues identified by the member in the user recordings **206** and/or detected by the representative **106** based on its analysis of the user recordings **206**. As an illustrative example, if the member provides a user recording **206** in which the member indicates that there is a broken baseboard that the member would like repaired, the representative **106** may additionally determine, based on the user recording **206**, that the member's home may have a termite issue (e.g., presence of termites or termite damage in the broken baseboard). As such, the representative **106** may communicate with the member over the chat session to indicate the additional issue and recommend a task to address the additional issue.

[0104] In some instances, the representative **106** may prompt the member to generate one or more user recordings **206** (e.g., one or more images, audio segments, video segments, alphanumeric strings, and/or the like) that may be used to assist the representative **106** in defining one or more tasks that may be performed for the benefit of the member. For example, if the member indicates, via the chat session, that it is preparing to move to Denver, the representative **106** may request that the member generate one or more user recordings **206** related to the member area **202** (e.g., home, apartment, etc.) so that the representative **106** may identify tasks that may be associated with this project. For instance, using the user recordings **206** provided by the member, the representative **106** may determine the square footage of the member area **202**, identify any special moving requirements for completion of the project (e.g., special moving instructions for fragile items, insurance, etc.), identify any repair or maintenance items that may need to be addressed for the project, and the like. In some instances, the representative **106** may use the user recordings **206** to identify one or more task parameters that may be used in defining a task to be performed for the benefit of the member. For instance, if the member has manually entered a new task related to repairing their broken baseboard, the representative **106** may use any user recordings **206** associated with the broken baseboard to identify the type of baseboard that is to be repaired, the scope of the repair, the timeframe for the repair, and the like.

[0105] In some examples, the representative **106** can provide the user recordings **206** submitted by the member to the task recommendation system **112** to identify any projects and/or tasks that may be recommended to the member. As noted above, the task recommendation system **112** may use member-specific data (e.g., characteristics, demographics, location, historical responses to recommendations and proposals, etc.), data corresponding to similarly-situated members, and historical data corresponding to tasks previously performed for the benefit of the member and the other similarly-situated members as input to a machine-learning algorithm or artificial intelligence to identify a set of tasks that may be recommended to the member for performance. Further, the task recommendation system **112** may utilize computer vision, NLP, and/or other artificial intelligence to process the user recordings **206** provided by the member to identify any potential

tasks that may be recommended to the member. For example, if the task recommendation system **112** (using computer vision or other artificial intelligence to process video recordings) detects that, in addition to a damaged baseboard, the member may be experiencing a termite issue within the baseboard, the task recommendation system **112** may recommend a task corresponding to the extermination of the detected termites.

[0106] As another example, if the member, in a user recording **206**, states “I have thought about painting this room but I just haven't found the time to do it,” the task recommendation system **112** may utilize NLP or other artificial intelligence to identify a possible task related to painting of the identified room. Using the user recording **206**, the task recommendation system **112** may further utilize computer vision or other artificial intelligence to evaluate the identified room (e.g., square footage, furniture in the room, lighting in the room, etc.) to identify one or more parameters associated with the painting task (e.g., amount of paint that may be required, the colors that may be recommended to the member, a possible budget for completion of the painting task, etc.). Thus, the task recommendation system **112** may utilize computer vision, NLP, and/or other machine-learning algorithms or artificial intelligence to process user recordings **206** to identify possible tasks and parameters associated with these identified possible tasks.

[0107] In some examples, the task-facilitation service **102** can also obtain task-related data from various IoT devices and/or sensors **208** within the member area **202**. For instance, if the member maintains a smart thermostat within the member area **202** that monitors performance of a member's heating, ventilation, and air conditioning (HVAC) system, the smart thermostat may transmit data to the task-facilitation service **102** related to the performance and maintenance of the HVAC system. For example, the smart thermostat may transmit a notification to the task-facilitation service **102** indicating that it is recommended for the member to change the air filters within the member area **202**. As another example, the smart thermostat may transmit a notification to indicate a fault or other issue related to the HVAC system (e.g., furnace malfunction, compressor failure, etc.). Further, the smart thermostat may transmit data related to the environment in the member area **202** (e.g., temperature readings, humidity level readings, energy usage readings, etc.).

[0108] The task-facilitation service **102** may utilize the task-related data from the various IoT devices and/or sensors **208** to identify any potential tasks that may be recommended to the member and/or to support existing tasks (e.g., recurring tasks related to maintaining a temperature in the member area **202**, tasks related to maintaining a particular light level within a room, etc.). For instance, if the task-facilitation service **102** receives a notification from an IoT device within the member area **202** that it is time for the member to change out the air filters for the member's HVAC system, the task-facilitation service **102**, via the task recommendation system **112**, may automatically generate a task recommendation that may be presented to the representative **106** for the replacement of the member's existing air filters. As another example, if the task-facilitation service **102** receives a notification from one or more IoT devices and/or sensors **208** that the member's HVAC system has failed (e.g., furnace malfunction, compressor failure, etc.), the task recommendation system **112** may automatically generate a task recommendation that may be presented to the representative **106** for repairing the member's HVAC system. The presentation of the task and corresponding parameters to the member may be determined by the representative **106** and/or the task recommendation system **112** as described above.

[0109] In some examples, the task facilitation system **102** implements a data model that may be used to enable communication between the various IoT devices and/or sensors **208** within the member area **202**, applications utilized by the member (e.g., smartphone applications, etc.), and the task-facilitation service **102**. The data model may provide a common data representation among the various IoT devices and/or sensors **208**, the applications utilized by the member, and the task-facilitation service **102**. For instance, a light fixture, a window shade, a smoke detector, and a television within the member area **202** may all include an ambient light sensor. Each of these devices may utilize the same data representation of the sensor readings, which may enable the task-

facilitation service **102**, via an automated lighting adjustment algorithm, to process these sensor readings from all devices without concern about device type. Further, the addition of any new device may enable for the contribution to the input without any changes to the algorithm.

[0110] In some examples, the various IoT devices and/or sensors **208**, as well as all other devices and services in the ecosystem (e.g., the member's mobile devices, the task-facilitation service **102**, etc.) utilize the data model to ensure that there is no need for data translation between any device communications. As an illustrative example, a member may utilize an application on its mobile device to communicate with an IoT device over a local network or via the task-facilitation service **102** to control the IoT device from any location. The IoT devices and/or sensors **208**, applications implemented on a member's computing device **120** to control these IoT devices and/or sensors **208**, and the task-facilitation service **102** may thus rely on the data model to enable communications amongst these elements of the ecosystem.

[0111] In some examples, the task-facilitation service **102** can use the data model to assign each IoT device and/or sensor **208**, application, or any other actor (e.g., cloud service hosting a feature, etc.) with a unique identifier. The task-facilitation service **102** may utilize these unique identifiers to generate logical groupings of devices to facilitate certain features. These logical groupings may be generated based on location (e.g., bedroom, kitchen, etc.) and/or space (e.g., indoor, outdoor, vehicular, etc.). These groupings may enable group control. For instance, if a member submits a task to prepare a bedroom for sleep, the task facilitation system **102** may identify the devices associated with the bedroom and perform any operations defined by the member for sleep preparation. These groups may further enable data analysis, whereby the task-facilitation service **102** may use readings from devices in the logical grouping to make a determination about the immediate environment. For example, based on readings from devices in the member's living room, the task-facilitation service **102** may determine whether it is likely that a window is open, affecting the performance of the member's HVAC system.

[0112] In some examples, the task-facilitation service **102**, via the data model, can dictate that all published data is to include metadata that specifies the time of data generation. This may ensure that any delay in publication of data does not skew any algorithms that rely on this data. For example, if a device generating occupancy data loses network connectivity for a brief period, data generated during this brief period may include, as metadata, a timestamp corresponding to the time that the occupancy events occurred. The data may be preserved and published as soon as connectivity is restored. This allows for the consumer of this data to determine when these occupancy events occurred and react accordingly.

[0113] In some examples, the data model implemented by the task-facilitation service **102** also provides a sequential numbering system for all published data. This sequential numbering system may provide a mechanism to detect any loss of data and retrieve any lost data. For instance, if data is lost in transit, the consumer of the data may be able to detect a gap in the numbering, which may denote the data loss. The data model may provide a protocol for the consumer of data to request republishing of any missing data. For instance, the consumer may submit a request to an IoT device and/or sensor to retrieve any data having numbers corresponding to the gap in data obtained by the consumer.

[0114] In some examples, a representative **106** can generate one or more proposals for completion of any given task presented to the member via the application or web portal provided by the task-facilitation service **102**. A proposal may include one or more options presented to a member that may be created and/or collected by a representative **106** while researching a given task. In some instances, a representative **106** may be provided with one or more templates that may be used to generate these one or more proposals. For example, the task-facilitation service **102** may maintain proposal templates for different task types, whereby a proposal template for a particular task type may include various data fields associated with the task type. As an illustrative example, for a task associated with planning a birthday party, a representative **106** may utilize a proposal template

corresponding to event planning. The proposal template corresponding to event planning may include data fields corresponding to venue options, catering options, entertainment options, and the like.

[0115] In some examples, the data fields within a proposal template can be toggled on or off to provide a representative **106** with the ability to determine what information is presented to the member in a proposal. For example, for a task associated with renting a balloon jump house for a party, a corresponding proposal template may include data fields corresponding to the location/address of a rental business, the business hours and availability of the rental business, an estimated cost, ratings/reviews for the rental business, and the like. The representative **106**, based on its knowledge of the member's preferences, may toggle on or off any of these data fields. For example, if the representative **106** has established a relationship with the member whereby the representative **106**, with high confidence, knows that the member trusts the representative **106** in selecting reputable businesses for its tasks, the representative **106** may toggle off a data field corresponding to the ratings/reviews for corresponding businesses from the proposal template. Similarly, if the representative **106** knows that the member is not interested in the location/address of the rental business for the purpose of the proposal, the representative **106** may toggle off the data field corresponding to the location/address for corresponding businesses from the proposal template. While certain data fields may be toggled off within the proposal template, the representative **106** may complete these data fields to provide additional information that may be used by the task-facilitation service **102** to supplement a resource library of proposals as described in greater detail herein.

[0116] In some examples, the task-facilitation service **102** utilizes a machine-learning algorithm or artificial intelligence to generate recommendations for the representative **106** regarding data fields that may be presented to the member in a proposal. For example, the task-facilitation service **102** may use, as input to the machine-learning algorithm or artificial intelligence, a member profile or model associated with the member, historical task data for the member (e.g., previously completed tasks, tasks for which proposals have been provided, etc.), and information corresponding to the task for which a proposal is being generated (e.g., a task type or category, etc.). The output of the machine-learning algorithm or artificial intelligence may define which data fields of a proposal template should be toggled on or off. For example, if the task-facilitation service **102** determines, based on an evaluation of the member profile or model, historical task data for the member, and the information corresponding to the task for which the proposal is being generated, that the member is likely not interested in viewing information related to the ratings/reviews for the business nor the location/address of the business, the task-facilitation service **102** may automatically toggle off these data fields from the proposal template. The task-facilitation service **102**, in some instances, may retain the option to toggle on these data fields in order to provide the representative **106** with the ability to present these data fields to the member in a proposal. For example, if the task-facilitation service **102** has automatically toggled off a data field corresponding to the estimated cost for a balloon jump house rental from a particular business, but the member has expressed an interest in the possible cost involved, the representative **106** may toggle on the data field corresponding to the estimated cost.

[0117] In some instances, when a proposal is presented to a member, the task-facilitation service **102** may monitor member interaction with the representative **106** and with the proposal to obtain data that may be used to further train the machine-learning algorithm or artificial intelligence. For example, if a representative **106** presents a proposal without any ratings/reviews for a particular business based on the recommendation generated by the machine-learning algorithm or artificial intelligence, and the member indicates (e.g., through messages to the representative **106**, through selection of an option in the proposal to view ratings/reviews for the particular business, etc.) that they are interested in ratings/reviews for the particular business, the task-facilitation service may utilize these feedback to further train the machine-learning algorithm or artificial intelligence to



increase the likelihood of recommending presentation of ratings/reviews for businesses selected for similar tasks or task types.

[0118] In some examples, the task-facilitation service **102** maintains, via the task coordination system **114**, a resource library that may be used to automatically populate one or more data fields of a particular proposal template. The resource library may include entries corresponding to businesses and/or products previously used by representatives for proposals related to particular tasks or task types or that are otherwise associated with particular tasks or task types. For instance, when a representative **106** generates a proposal for a task related to repairing a roof near Lynnwood, Washington, the task coordination system **114** may obtain information associated with the roofer selected by the representative **106** for the task. The task coordination system **114** may generate an entry corresponding to the roofer in the resource library and associate this entry with “roof repair” and “Lynnwood, Washington.” Thus, if another representative receives a task corresponding to repairing a roof for a member located near Lynnwood, Washington (e.g., Everett, Washington), the other representative may query the resource library for roofers near Lynnwood, Washington. The resource library may return, in response to the query, an entry corresponding to the roofer previously selected by the representative **106**. If the other representative selects this roofer, the task coordination system **114** may automatically populate the data fields of the proposal template with the information available for the roofer from the resource library.

[0119] In some examples, the task facilitation service **102** can utilize a machine learning algorithm or artificial intelligence to automatically process the member profile associated with the member **118**, the selected proposal template, and the resource library to dynamically identify any resources that may be relevant for preparation of the proposal. The machine learning algorithm or artificial intelligence may be trained using supervised training techniques. For instance, a dataset of sample member profiles, proposal templates and/or tasks, available resources (e.g., entries corresponding to third-party services, other services/entities, retailers, goods, etc.), and completed proposals can be selected for training of the machine learning model. The machine learning model may be evaluated to determine, based on the sample inputs supplied to the machine learning model, whether the machine learning model is identifying appropriate resources that may be used to automatically complete a proposal template for presentation of a proposal. Based on this evaluation, the machine learning model may be modified to increase the likelihood of the machine learning model generating the desired results. The machine learning model may further be dynamically trained by soliciting feedback from representatives and members of the task facilitation service with regard to the identification of resources from the resource library and to the proposals automatically generated by the task facilitation service **102** using these resources. For instance, if the task facilitation service **102** generates, based on the member profile associated with the member **118** and the selected resources from the resource library, a proposal that is not appealing to the member **118** (e.g., the proposal is not relevant to the task, the proposal corresponds to resources that are not available to the member **118**, the proposal includes resources that the member **118** disapproves of, etc.), the task facilitation service **102** may update the machine learning algorithm or artificial intelligence based on this feedback to reduce the likelihood of similar resources and proposals being generated for similarly-situated members.

[0120] The representative **106**, via a proposal template, may generate additional proposal options for businesses and/or products that may be used for completion of a task. For instance, for a particular proposal, the representative **106** may generate a recommended option, which may correspond to the businesses or products that the representative **106** is recommending for completion of a task. Additionally, in order to provide the member with additional options or choices, the representative **106** can generate additional options corresponding to other businesses or products that may complete the task. In some instances, if the representative **106** knows that the member has delegated the decision-making with regard to completion of a task to the representative **106**, the representative **106** may forego generation of additional proposal options outside of the

recommended option. However, the representative **106** may still present, to the member, the selected proposal option for completion of the task in order to keep the member informed about the status of the task.

[0121] In some examples, once the representative **106** has completed defining a proposal via use of a proposal template, the task-facilitation service **102** may present the proposal to the member through the application or web portal provided by the task-facilitation service **102**. In some instances, the representative **106** may transmit a notification to the member to indicate that a proposal has been prepared for a particular task and that the proposal is ready for review via the application or web portal provided by the task-facilitation service **102**. The proposal presented to the member may indicate the task for which the proposal was prepared, as well as an indication of the one or more options that are being provided to the member. For instance, the proposal may include links to the recommended proposal option and to the other options (if any) prepared by the representative **106** for the particular task. These links may allow the member to navigate amongst the one or more options prepared by the representative **106** via the application or web portal.

[0122] For each proposal option, the member may be presented with information corresponding to the business (e.g., third-party service or other service/entity associated with the task facilitation service **102**) or product selected by the representative **106** and corresponding to the data fields selected for presentation by the representative **106** via the proposal template. For example, for a task associated with a roof inspection at the member's home, the representative **106** may present for a particular roofer (e.g., proposal option) one or more reviews or testimonials for the roofer, the rate and availability for the roofer subject to the member's task completion timeframe (if any), the roofer's website, the roofer's contact information, any estimated costs, and an indication of next steps for the representative **106** should the member select this particular roofer for the task. In some instances, the member may select what details or data fields associated with a particular proposal are presented via the application or web portal. For example, if the member is presented with the estimated total for each proposal option and the member is not interested in reviewing the estimated total for each proposal option, the member may toggle off this particular data field from the proposal via the application or web portal. Alternatively, if the member is interested in reviewing additional detail with regard to each proposal option (e.g., additional reviews, additional business or product information, etc.), the member may request this additional detail to be presented via the proposal.

[0123] In some examples, based on member interaction with a provided proposal, the task-facilitation service **102** can further train a machine-learning algorithm or artificial intelligence used to determine or recommend what information should be presented to the member and to similarly-situated members for similar tasks or task types. As noted above, the task-facilitation service **102** may use a machine-learning algorithm or artificial intelligence to generate recommendations for the representative **106** regarding data fields that may be presented to the member in a proposal. The task-facilitation service **102** may monitor or track member interaction with the proposal to determine the member's preferences regarding the information presented in the proposal for the particular task. Further, the task-facilitation service **102** may monitor or track any messages exchanged between the member and the representative **106** related to the proposal to further identify the member's preferences. For example, if the member sends a message to the representative **106** indicating that the member would like to see more information with regard to the services offered by each of the businesses specified in the proposal, the task-facilitation service **102** may determine that the member may want to see additional information with regard to the services offered by businesses associated with the particular task or task type. In some instances, the task-facilitation service **102** may solicit feedback from the member with regard to proposals provided by the representative **106** to identify the member's preferences. This feedback and information garnered through member interaction with the representative **106** regarding the proposal and with the proposal itself may be used to retrain the machine-learning algorithm or

artificial intelligence to provide more accurate or improved recommendations for information that should be presented to the member and to similarly situated members in proposals for similar tasks or task types.

[0124] In some instances, each proposal presented to the member may specify any costs associated with each proposal option. These costs may be presented in different formats based on the requirements of the associated task or project. For instance, if a task or project corresponds to the purchase of an airline ticket, each proposal option for the corresponding proposal may present a fixed price for the airline ticket. As another illustrative example, a representative **106** can provide, for each proposal option, a budget for completion of the task according to the selected option (e.g., “will spend up to \$150 on Halloween decorations for the party”). As yet another illustrative example, for tasks or projects where payment schedules may be involved, proposal options for a proposal related to a task or project may specify the payment schedule for each of these proposal options (e.g., “\$100 for the initial consultation, with \$300 for follow-up servicing,” “\$1,500 up-front to reserve the venue, with \$1,500 due after the event,” etc.).

[0125] If a member accepts a particular proposal option for a task or project, the representative **106** may communicate with the member to ensure that the member is consenting to payment of the presented costs and any associated taxes and fees for the particular proposal option. In some instances, if a proposal option is selected with a static payment amount (e.g., fixed price, “up to \$X,” phased payment schedules with static amounts, etc.), the member may be notified by the representative **106** if the actual payment amount required for fulfillment of the proposal option exceeds a threshold percentage or amount over the originally presented static payment amount. For example, if the representative **106** determines that the member may be required to spend more than 120% of the cost specified in the selected proposal option, the representative **106** may transmit a notification to the member to re-confirm the payment amount before proceeding with the proposal option.

[0126] In some examples, if a member accepts a proposal option from the presented proposal, the task-facilitation service **102** moves the task associated with the presented proposal to an executing state and the representative **106** can proceed to execute on the proposal according to the selected proposal option. For instance, the representative **106** may contact one or more third-party services **116** to coordinate performance of the task according to the parameters defined in the proposal accepted by the member.

[0127] In some examples, the representative **106** utilizes the task coordination system **114** to assist in the coordination of performance of the task according to the parameters defined in the proposal accepted by the member. For instance, if the coordination with a third-party service **116** may be performed automatically (e.g., third-party service **116** provides automated system for ordering, scheduling, payments, etc.), the task coordination system **114** may interact directly with the third-party service **116** to coordinate performance of the task according to the selected proposal option. The task coordination system **114** may provide any information (e.g., confirmation, order status, reservation status, etc.) to the representative **106**. The representative **106**, in turn, may provide this information to the member via the application or web portal utilized by the member to access the task-facilitation service **102**. Alternatively, the representative **106** may transmit the information to the member via other communication methods (e.g., e-mail message, text message, etc.) to indicate that the third-party service **116** has initiated performance of the task according to the selected proposal option. If the representative **106** is performing the task for the benefit of the member **118**, the representative **106** may provide status updates with regard to its performance of the task to the member **118** via the application or web portal provided by the task-facilitation service **102**.

[0128] In some examples, the task coordination system **114** can monitor performance of tasks by the representative **106**, third-party services **116**, and/or other services/entities associated with the task facilitation service **102** for the benefit of the member. For instance, the task coordination system **114** may record any information provided by the third-party services **116** with regard to the

timeframe for performance of the task, the cost associated with performance of the task, any status updates with regard to performance of the task, and the like. The task coordination system **114** may associate this information with a data record corresponding to the task being performed. Status updates provided by third-party services **116** may be provided automatically to the member via the application or web portal provided by the task-facilitation service **102** and to the representative **106**. Alternatively, the status updates may be provided to the representative **106**, which may provide these status updates to the member over the chat session established between the member and the representative **106** for the particular task/project or through other communication methods. In some instances, if the task is to be performed by the representative **106**, the task coordination system **114** may monitor performance of the task by the representative **106** and record any updates provided by the representative **106** to the member via the application or web portal.

[0129] Once a task has been completed, the member may provide feedback with regard to the performance of the representative **106** and/or third-party services **116**, and/or other services/entities associated with the task facilitation service **102** that performed the task according to the proposal option selected by the member. For instance, the member may exchange one or more messages with the representative **106** over the chat session corresponding to the particular task/project being completed to indicate its feedback with regard to the completion of the task. For instance, a member may indicate that they are pleased with how the task was completed. The member may additionally, or alternatively, provide feedback indicating areas of improvement for performance of the task. For instance, if a member is not satisfied with the final cost for performance of the task and/or has some input with regard to the quality of the performance (e.g., timeliness, quality of work product, professionalism of third-party services **116**, etc.), the member may indicate as such in one or more messages to the representative **106**. In some examples, the task-facilitation service uses a machine-learning algorithm or artificial intelligence to process feedback provided by the member to improve the recommendations provided by the task-facilitation service **102** for proposal options, third-party services **116** or other services/entities, and/or processes that may be performed for completion of similar tasks. For instance, if the task-facilitation service **102** detects that the member is unsatisfied with the result provided by a third-party service **116** or other services/entities for a particular task, the task-facilitation service **102** may utilize this feedback to further train the machine-learning algorithm or artificial intelligence to reduce the likelihood of the third-party service **116** or other services/entities being recommended for similar tasks and to similarly-situated members. As another example, if the task-facilitation service **102** detects that the member is pleased with the result provided by a representative **106** for a particular task, the task-facilitation service **102** may utilize this feedback to further train the machine-learning algorithm or artificial intelligence to reinforce the operations performed by representatives for similar tasks and/or for similarly-situated members.

[0130] FIG. **3** shows an illustrative example of an environment **300** in which a task recommendation system generates and ranks recommendations for tasks to be performed for the benefit of a member in accordance with aspects of the present disclosure. In the environment **300**, a member **118** and/or representative **106** interacts with a task creation sub-system **302** of the task recommendation system **112** to generate a new task or project that can be performed for the benefit of the member **118**. The task creation sub-system **302** may be implemented using a computer system or as an application or other executable code implemented on a computer system of the task recommendation system **112**.

[0131] In some examples, the member **118** can access the task creation sub-system **302** to request creation of one or more tasks as part of an onboarding process implemented by the task-facilitation service. For instance, during an onboarding process, the member **118** can provide information related to one or more tasks that the member **118** wishes to possibly delegate to a representative **106**. The task creation sub-system **302** may utilize this information to identify parameters related to the tasks that the member **118** wishes to delegate to a representative **106** for performance of the

tasks. For instance, the parameters related to these tasks may specify the nature of these tasks (e.g., gutter cleaning, installation of carbon monoxide detectors, party planning, etc.), a level of urgency for completion of these tasks (e.g., timing requirements, deadlines, date corresponding to upcoming events, etc.), any member preferences for completion of these tasks, and the like. The task creation sub-system **302** may utilize these parameters to automatically create the task, which may be presented to the representative **106** once assigned to the member **118** during the onboarding process.

[0132] The member **118** may further access the task creation sub-system **302** to generate a new task or project at any time after completion of the onboarding process. For example, the task-facilitation service may provide, via an application or web portal of the task-facilitation service, a widget or other user interface element through which a member **118** may generate a new task or project manually. In some examples, the task creation sub-system **302** provides various task templates that may be used by the member **118** to generate a new task or project. The task creation sub-system **302** may maintain, in a task datastore **110**, task templates for different task types or categories. Each task template may include different data fields for defining the task, whereby the different task fields may correspond to the task type or category for the task being defined. The member **118** may provide task information via these different task fields to define the task that may be submitted to the task creation sub-system **302** or representative **106** for processing. The task datastore **110**, in some instances, may be associated with a resource library. This resource library may maintain the various task templates for the creation of new tasks.

[0133] Task templates may be associated with a particular task category. The plurality of task definition fields within a particular task template may be associated with the task category assigned to the task template. For example, the task definition fields corresponding to a vehicle maintenance task may be used to define the make and model of the member's vehicle, the age of the vehicle, information corresponding to the last time the vehicle was maintained, any reported accidents associated with the vehicle, a description of any issues associated with the vehicle, and the like. In some instances, a member accessing a particular task template may further define custom fields for the task template, through which the member may supply additional information that may be useful in defining and completing the task. These custom fields may be added to the task template such that, if a member and/or representative obtains the task template in the future to create a similar task, these custom fields may be available to the member and/or representative.

[0134] In some examples, the data fields presented in a task template used by the member **118** to manually define a new task can be selected based on a determination generated using a machine-learning algorithm of artificial intelligence. For example, the task creation sub-system **302** can use, as input to the machine-learning algorithm or artificial intelligence, a member profile from the user datastore **108** and the selected task template from the task datastore **110** to identify which data fields may be omitted from the task template when presented to the member **118** for definition of a new task or project. For instance, if the member **118** is known to delegate maintenance tasks to a representative **106** and is indifferent to budget considerations, the task creation sub-system **302** may present, to the member **118**, a task template that omits any budget-related data fields and other data fields that may define, with particularity, instructions for completion of the task. In some instances, the task creation sub-system **302** may allow the member **118** to add, remove, and/or modify the data fields for the task template. For example, if the task creation sub-system **302** removes a data field corresponding to the budget for the task based on an evaluation of the member profile, the member **118** may request to have the data field added to the task template to allow the member **118** to define a budget for the task. The task creation sub-system **302**, in some instances, may utilize this member change to the task template to retrain the machine-learning algorithm or artificial intelligence to improve the likelihood of providing task templates to the member **118** without need for the member **118** to make any modifications to the task template for defining a new task.

[0135] In some instances, if the member selects a particular task template for creation of a task associated with an experience, the task creation sub-system **402** can automatically identify the portions of the member profile that may be used to populate the selected task template. For example, if the member selects a task template corresponding to an evening out at a restaurant, the task creation sub-system **402** may automatically process the member profile to identify any information corresponding to the member's dietary preferences and restrictions that may be used to populate one or more fields within the task template selected by the member. The member may review these automatically populated data fields to ensure that these data fields have been populated accurately. If the member makes any changes to the information within an automatically populated data field, the task creation sub-system **402** may use these changes to automatically update the member profile to incorporate these changes.

[0136] In some examples, the task creation sub-system **302** may also enable a representative **106** to create a new task or project on behalf of a member **118**. The representative **106** may request, from the task creation sub-system **302**, a task template corresponding to the task type or category for the task being defined. The representative **106**, via the task template, may define various parameters associated with new task or project, including assignment of the task (e.g., to the representative **106**, to the member **118**, etc.). In some instances, the task creation sub-system **302** may use a machine-learning algorithm or artificial intelligence to identify which data fields are to be presented in the task template to the representative **106** for creation of a new task or project. For example, similar to the process described above related to member creation of a task or project, the task creation sub-system **302** may use, as input to the machine-learning algorithm or artificial intelligence, a member profile from the user datastore **108** and the selected task template from the task datastore **110**. However, rather than identifying which data fields may be omitted from the task template, the task creation sub-system **302** may indicate which data fields may be omitted from the task when presented to the member **118** via the application or web portal provided by the task-facilitation service. Thus, the representative **106** may be required to provide all necessary information for a new task or project regardless of whether all information is presented to the member **118** or not.

[0137] The task creation sub-system **402** may automatically identify the portions of the member profile that may be used to populate the fields of the selected task template. The representative **106** may review these automatically populated data fields to ensure that these data fields have been populated accurately. If the representative **106** makes any changes to the information within an automatically populated data field (based on the representative's personal knowledge of the member **118**, etc.), the task creation sub-system **402** may use these changes to automatically update the member profile to incorporate these changes. In some instances, if changes are to be made to the member profile as a result of the changes made to the task template by the representative **106**, the task creation sub-system **402** may prompt the member **118** to verify that the proposed change to the member profile is accurate. If the member **118** indicates that the proposed change is inaccurate, or the member **118** provides an alternative change, the task creation sub-system **402** may automatically update the corresponding data fields in the task template and the member profile to reflect the accurate information, as indicated by the member **118**.

[0138] In some examples, the task creation sub-system **302** can monitor, automatically and in real-time, messages exchanged between the member **118** and the representative **106** to identify tasks that may be recommended to the member **118**. For instance, the task creation sub-system **302** may utilize natural language processing (NLP) or other artificial intelligence to evaluate received messages or other communications from the member **118** to identify possible tasks that may be recommended to the member **118**. For instance, the task creation sub-system **302** may process any incoming messages from the member **118** using NLP or other artificial intelligence to detect a new task or other issue that the member **118** would like to have resolved. In some instances, the task creation sub-system **302** may utilize historical task data from the task datastore **110** and

corresponding messages from the task datastore **110** to train the NLP or other artificial intelligence to identify possible tasks. If the task creation sub-system **302** identifies one or more possible tasks that may be recommended to the member **118**, the task creation sub-system **302** may present these possible tasks to the representative **106**, which may select tasks that can be shared with the member **118** over the chat session.

[0139] In some examples, the task creation sub-system **302** can utilize computer vision or other artificial intelligence to process images, audio, video, natural language communications, sensor data, and/or the like to identify potential tasks that may be recommended to the member **118** for completion. For instance, images or video of a home (e.g., associated with the member **118**) may be processed to identify potential tasks that may be completed for the benefit of the member **118**. These images or video may be processed by the task creation sub-system **302** in real-time to detect issues within the member's home and identify possible tasks that may be performed to address these issues. Additionally, while the digital images or video may be related to a particular issue, the task creation sub-system **302** may further process the digital images or video to identify additional and/or alternative issues for which tasks may be recommended. Thus, the task creation sub-system **302**, using computer vision or other artificial intelligence, may detect possible issues that the member **118** may not be aware of.

[0140] The task recommendation system **112** may further include a task ranking sub-system **306**, which may be configured to rank the set of tasks of a member **118**, including tasks that may be recommended to the member **118** for completion by the member **118** or the representative **106**. The task ranking sub-system **306** may be implemented using a computer system or as an application or other executable code implemented on a computer system of the task recommendation system **112**. In some examples, the task ranking sub-system **306** can rank the listing of the set of tasks based on a likelihood of the member **118** selecting the task for delegation to the representative for performance and coordination with third-party services and/or other services/entities associated with the task facilitation service. Alternatively, the task ranking sub-system **306** may rank the listing of the set of tasks based on the level of urgency for completion of each task. The level of urgency may be determined based on member characteristics from the user datastore **108** (e.g., data corresponding to a member's own prioritization of certain tasks or categories of tasks) and/or potential risks to the member **118** if the task is not performed.

[0141] In some examples, the task ranking sub-system **306** provides the ranked list of the set of tasks that may be recommended to the member **118** to a task selection sub-system **304**. The task selection sub-system **304** may be implemented using a computer system or as an application or other executable code implemented on a computer system of the task recommendation system **112**. The task selection sub-system **304** may be configured to select, from the ranked list of the set of tasks, which tasks may be recommended to the member **118** by the representative **106**. For instance, if the application or web portal provided by the task-facilitation service is configured to present, to the member **118**, a limited number of task recommendations from the ranked list of the set of tasks, the task selection sub-system **304** may process the ranked list and the member profile from the user datastore **108** to determine which task recommendations should be presented to the member **118**. In some instances, the selection made by the task selection sub-system **304** may correspond to the ranking of the set of tasks in the list. Alternatively, the task selection sub-system **304** may process the ranked list of the set of tasks, as well as the member's profile and the member's existing tasks (e.g., tasks in progress, tasks accepted by the member **118**, etc.), to determine which tasks may be recommended to the member **118**. For instance, if the ranked list of the set of tasks includes a task corresponding to gutter cleaning but the member **118** already has a task in progress corresponding to gutter repairs due to a recent storm, the task selection sub-system **304** may forego selection of the task corresponding to gutter cleaning, as this may be performed in conjunction with the gutter repairs. Thus, the task selection sub-system **304** may provide another layer to further refine the ranked list of the set of tasks for presentation to the member **118**.

[0142] The task selection sub-system **304** may provide, to the representative **106**, a new listing of tasks that may be recommended to the member **118**. The representative **106** may review this new listing of tasks to determine which tasks may be presented to the member **118** via the application or web portal provided by the task-facilitation service. For instance, the representative **106** may review the set of tasks recommended by the task selection sub-system **304** and select one or more of these tasks for presentation to the member **118** via individual interfaces corresponding to these one or more tasks. Further, as described above, the representative **106** may determine whether a task is to be presented with an option to defer to the representative **106** for performance of the task (e.g., with a button or other GUI element to indicate the member's preference to defer to the representative **106** for performance of the task). In some instances, the one or more tasks may be presented to the member **118** according to the ranking generated by the task ranking sub-system **306** and refined by the task selection sub-system **304**. Alternatively, the one or more tasks may be presented according to the representative's understanding of the member's own preferences for task prioritization. Through the interfaces corresponding to the one or more tasks recommended to the member **118**, the member **118** may select one or more tasks that may be performed with the assistance of the representative **106**. The member **118** may alternatively dismiss any presented tasks that the member **118** would rather perform personally or that the member **118** does not otherwise want performed.

[0143] In some examples, the task selection sub-system **304** monitors the different interfaces corresponding to the recommended tasks, including any corresponding chat or other communication sessions between the member **118** and the representative **106** to collect data with regard to member selection of tasks for delegation to the representative **106** for performance. For instance, the task selection sub-system **304** may process messages corresponding to tasks presented to the member **118** by the representative **106** over the different interfaces corresponding to the recommended tasks to determine a polarity or sentiment corresponding to each task. For example, if a member **118** indicates, in a message to the representative **106** transmitted through a communications session associated with a particular task, that it would prefer not to receive any task recommendations corresponding to vehicle maintenance, the task selection sub-system **304** may ascribe a negative polarity or sentiment to tasks corresponding to vehicle maintenance. Alternatively, if a member **118** selects a task related to gutter cleaning for delegation to the representative **106** and/or indicates in a message to the representative **106** (such as through a communications session associated with a gutter cleaning task presented to the member **118**) that recommendation of this task was a great idea, the task selection sub-system **304** may ascribe a positive polarity or sentiment to this task. In some examples, the task selection sub-system **304** can use these responses to tasks recommended to the member **118** to further train or reinforce the machine-learning algorithm or artificial intelligence utilized by the task ranking sub-system **306** to generate task recommendations that can be presented to the member **118** and other similarly situated members of the task-facilitation service. Further, the task selection sub-system **304** may update the member's profile or model to update the member's preferences and known behavior characteristics based on the member's selection of tasks from those recommended by the representative **106** and/or sentiment with regard to the tasks recommended by the representative **106**.

[0144] FIG. 4 depicts an illustrative example of an environment **400** for generating and ranking recommended tasks configured to be performed for the benefit of a member in accordance with aspects of the present disclosure. Environment **400** may be operated by a task-facilitation service **102** for generating recommended tasks the performance of which can be facilitated by the task-facilitation service **102**, one or more representatives thereof, one or more third-party service providers, and/or the like. In some instances, the generated tasks may be requested by a member. For example, a member may request tickets to an upcoming show. In those instances, the member may define the task. Alternatively, or additionally, the representative assigned to the member may



define the task on behalf of the member. The representative may transmit the task to the member and request approval to facilitate the task (e.g., obtain tickets to the show, arrange travel or accommodations, etc.). In another alternative arrangement, the task-facilitation service **102** may process a communication session (e.g., chat session, audio communication session, video communication session, etc.) between the member and the representative using a natural language processor, speech processors, image processors, and/or the like. The task-facilitation service **102** may detect an interest in attending the show and automatically generate a task recommendation for the member. In some instances, the representative may determine whether to present the automatically generated task recommendation to the member. In other instances, the task-facilitation service may determine a likelihood that the member will approve the recommended task. If the likelihood is greater than a threshold, the task-facilitation service **102** may automatically present the member with the automatically generated recommended task.

[0145] The task-facilitation service **102** may generate task recommendations associated with other tasks provided by the member. For example, the member may indicate a need for tasks associated with an upcoming move to Denver. The task-facilitation service **102** may recommend tasks that are associated with moving. For instance, the task-facilitation service **102** may generate task recommendations that correspond to, but are not limited to, canceling the members utilities that the members current address, obtaining movers, obtaining auto transport, obtaining travel accommodations to the new address, obtaining utilities at the new address, obtaining moving supplies, combinations thereof, or the like. Some task recommendations generated by the task-facilitation service **102** may not be based on a task provided to or suggested by the member. For example, a calendar application associated with the member may indicate an upcoming birthday. The task-facilitation service **102** may generate task recommendations associated the upcoming event such as, but not limited, throwing a birthday party, obtaining a cake, obtaining a birthday present or card, visiting the family member, communicating with the family member or other family members, combinations thereof, or the like.

[0146] The task recommendation may include an identification of the task and any sub-tasks that may execute to implement the task. For example, a task recommendation may be to attend a show and include sub-tasks such as but not limited to, obtain tickets to a particular show on a particular date, obtain travel accommodations, identify food accommodations, and/or the like. In some instances, a task recommendation can include some or all of the implementation details needed to execute the task and/or sub-tasks thereof. For example, a task recommendation that corresponds to obtain tickets for a show may include an identification of the show, the type of tickets to be obtained, the cost of the tickets, an identification of how to acquire the tickets, the time/date of the show, identification of any travel accommodations to the show, an identification of any food accommodations, and/or the like.

[0147] The task creation sub-system **302** may generate task recommendations based on a task specification **404** that may include member input **408**, representative input **416**, output from machine-learning models **412**, and/or the like. The task specification **404** may include information from which a task may be identified. The information may correspond to an identification of a task that may correspond to a predefined task of the task creation sub-system **302** (e.g., a previously generated and/or executed task, a previously identified task, a hardcoded task, and/or the like), an identification of a task that may not be associated with a predefined task (e.g., an unknown task), or may not identify a particular task. The task specification **404** may be processed by task creation sub-system **302** to identify a task that can be executed by the task-facilitation service **102** (e.g., by a representative, third party service provider, etc.).

[0148] In some instances, the task specification **404** may include input from the member (e.g., member input **408**, etc.) identifying a task or providing data from which a task may be identified. In other instances, the task specification **404** may include input from the representative (e.g., representative input **416**, etc.) identifying a task or providing data from which a task may be

identified. In still yet other instances, the task specification **404** may include an output from the machine-learning models **412** (e.g., using the dataset and/or data associated with the member such as, but not limited to, the user model associated with the member, member input **408**, representative input **416**, machine-learning models **412**, and/or the like) that identifies a task and/or includes a task dataset associated with the member from which a task may be identified. The task dataset may include data received and/or derived from the data associated with the member (e.g., from the user model associated with the member, member input **408**, representative input **416**, machine-learning models **412**, etc.). For example, the task specification **404** may include data associated with the member (e.g., such as communications between the member and the representative, the user model, and/or the like) over a predetermined time interval (e.g., such as over a previous day) from which one or more tasks may be identified and recommended to the user for performance by the task-facilitation service. The task specification **404** may include all data associated with the member, a predetermined quantity of data, a data received and/or generated over a particular time interval, and/or the like. In some instances, the task specification **404** may include a combination of member input **408**, output from machine-learning models **412**, and/or representative input **416**.

[0149] In some instances, the task specification **404** may be augmented with additional data associated with the member, the identified task of the task specification **404**, and/or the like. For example, when a task is suggested (e.g., between a communication session between the member and a representative, between a conversation between the member and another individual, etc.) or expressly defined (e.g., by the member or the representative), a task specification **404** may be generated to encapsulate a dataset that corresponds to the defined or suggested task. Data from devices associated with the member, sensors, cameras, application data associated with the member, third-party service associated with the member, other members, other individuals associated with the member, combinations thereof, or the like.

[0150] The member input **408** may correspond to any type of input from the member that may be related to a task. The representative input **416** may correspond to any type of input from the representative that may be related to a task for the member. The member input **408** and/or the representative input **416** may include text, audio, video, data from other sources (e.g., devices, applications, and/or sensors associated with the member, or the like), combinations thereof, or the like. For example, the member input **408** may directly define a task by providing input “I need help with an upcoming move to Denver”. In another example, the member input **408** indicating “I really like the beach” may define a task specification **408** that corresponds to a beach event (e.g., a trip to the beach, a vacation, beach activities, etc.).

[0151] Some input (from the member, representative, or from the other sources) may be processed by the machine-learning models **412**. For example, sensor data may be processed by the machine-learning models to identify possible task recommendations for the member. For example, sensor data may be processed to indicate the member's HVAC system may be losing efficiency or otherwise not operating as it should. Similarly, some input from the member or representative (e.g., such as natural language input) may be processed to identify possible tasks. For example, a member may correspond with the representative to discuss activities that the member is interested in. The activities are not expressly defined as tasks but may be indicative of tasks that the member may approve.

[0152] The machine-learning models **412** may be configured to process the member input **408** (e.g., text, audio, video, and/or the like), the representative input **416** (e.g., text, audio video, and/or the like), input from one or more other sources associated with the member, and/or the like to identify input indicative of a possible task. For instance, the other sources may include input such as, but not limited to, information generated from devices associated with the member (e.g., IoT devices, mobile devices, sensors, home-automation devices, and/or the like), information from other members associated with the member (e.g., such as friends and/or family), information from applications or software services associated with the member (e.g., calendars, contacts, SMS or

direct messaging, email, to-do lists, shopping lists, and/or the like), information from services subscribed to by the member (e.g., meal-prep services, media services, etc.), combinations thereof, or the like.

[0153] In some instances, the member may determine a quantity of information, types of information, sources of information, and/or the like that can be input to task-facilitation service **102** or processed by task-facilitation service **102**. Some members may provide all information to the task-facilitation service **102** and/or indicate that the task-facilitation service **102** can provide any recommended tasks based on that information. Other members may limit the information provided to the task-facilitation service **102** and/or the quantity and/or types of tasks that the task-facilitation service **102** can generate. This may prevent the task-facilitation service **102** from being too invasive to some members (e.g., having access to information and/or recommending tasks that the member may not intend for a third-party, etc.). The task-facilitation service **102** may provide an interface to the member to enable selection of information, information types, information sources, etc. In some instances, the representative **106** assigned to the member may request input confirming that access to some information is to remain restricted or the like. Similarly, the task-facilitation service **102** may provide an interface to the member to enable selection of a quantity of tasks, type of tasks, frequency with which to recommend tasks, etc. for the task creation sub-system **302**.

[0154] The machine-learning models **412** may include multiple machine-learning models each being configured to process a particular set of inputs, generate particular outputs, generate particular types of predictions, and/or the like. The machine-learning models **412** may process input data according to a hierarchical design in which models may execute in a particular order. In some instances, when a set of input data indicative of a task is identified (e.g., with a likelihood that is greater than a threshold), data processing may temporarily pause to prevent wasting processing resources and/or identifying too many possible tasks and overloading the member or representative). In other instances, the data processing may continue until the data is processed (e.g., regardless of how many tasks are identified). In those instances, the representative and/or the task-facilitation service **102** may determine which tasks identified by the machine-learning model are to be presented to the member.

[0155] Examples of machine-learning models in the machine-learning models **412** include, one or more machine-learning models configured to parse natural language input from the member to identify data corresponding to a possible task for the member. The one or more machine-learning models may include one or more natural language processors that can convert audio and/or video to text, parse text to derive a semantic meaning such as an interest or intent. The one or more machine-learning models may also include classifiers that may predict a likelihood that a member will select a particular task. If the likelihood is greater than a threshold, then a task-specification according to the task may be generated. In some instances, the threshold may be set low (e.g., approximately 40%), to increase a quantity of possible tasks that can be provided to the member. The threshold may be dynamically determined based on a quantity of tasks that are being generated and the member feedback.

[0156] Natural language processors may include a set of layers that parse text, audio, and/or video conversations of the member to determine possible intents and/or interests of the member. For example, the natural language processors may include a first layer that parses the input to derive a structure and semantic meaning of the input. The natural language processors may include a second layer that classifies the structure and semantic meaning according to a particular intent, interest, task type, category, location, timestamp (e.g., date and/or time), event, combinations thereof, or the like. In some instances, another machine-learning model (e.g., another classifier, or the like) may be used to categorize the output from the natural language processors as corresponding to a particular task, task type, or the like.

[0157] The first layer of the natural language processor may first derive a text from of the input (e.g., if the input is not already in text form) using a speech recognition machine-learning model,

gesture-based machine-learning model (e.g., for defining text from gestures such as facial expression, sign language, combinations thereof, or the like). The text is then processed by removing punctuation and stop words (e.g., words that do not provide semantic meaning such as articles, etc.). A lemmatizing process is then executed that reduces words to a root form (e.g., removing conjugation, suffix, etc.). In some instances, the word variation may be further reduced by replacing words with a particular synonym. For example, the words “enabling” and “facilitating” may be processed to a base form of “enable” and “facilitate” and “facilitate may be replaced with “enable” to reduce the quantity of words that need to be classified. The data may then be vectorized (e.g., input vector comprising an order subset of the remaining processed words) and the vector may be classified by a semantic classifier.

[0158] In one example, the input “I love hiking or surfing near Cocoa Beach”, may be processed as “I”, “love”, “hike”, “surf”, “Cocoa Beach”. Once passed into the semantic classifier, the semantic classifier may identify that the member has interests including hiking and surfing. The classifier may additionally qualify the interests based on the other information identified in the input. For example, the term Cocoa Beach may be used to modify the interest hiking to include hiking near beaches, hiking near the Atlantic Ocean, or hiking in Florida. A last layer of the set of layers of a natural language processors may include another classifier that classifies an interest and/or intent as a potential task. Returning to the previous example, the last layer may classify interest “hike”, “Cocoa Beach” by identifying hiking-based activities near Cocoa Beach, Florida.

[0159] In some instances, the natural language processor may be a first machine-learning model of the machine-learning models **412** to execute in the hierarchy due to the models classifying input from the member. Other machine-learning models may execute after the natural language processor (or in parallel therewith). As an example, a next set of machine-learning models in the hierarchy can include machine-learning models that process sensor data (e.g., that may identify anomalies within the member's environment that may need to be addressed, etc.). For example, a machine-learning model may process sensor data IoT devices or other sensor-based devices accessible to the task-facilitation service **102**. Examples of the events detectable by the machine-learning model include, but are not limited to, excessing energy usage events, water events (e.g., from humidity and temperature sensors, or the like), HVAC events (e.g., from one or more temperature sensors, or the like), security events (e.g., break ins from microphones and/or computer vision, open doors or windows, etc.), environmental repair events (e.g., detected through computer vision image processing, or the like of video data), and/or any other event that may be detected through processing of data from device associated with the member.

[0160] A next set of machine-learning models in the hierarchy may include machine-learning models configured to process application data and/or data from third-party services, such as, but not limited calendar, email, direct messaging services (e.g., SMS or the like), social media services, music streaming services, video streaming services, to-do lists, shopping lists, and/or any application executing on a device associated with the member that may be usable to suggest a task of interest to the member. For example, these machine-learning models may process the members calendar to identify an upcoming birthday or a streaming service to determine musicians of interest to the member that the member may want to see live, etc. Additional machine-learning models may be added to process other types of data or data from other information sources.

[0161] In some instances, the member and/or the representative may define the hierarchy of machine-learning models. In other instances, the hierarchy of machine-learning models may be defined by the task-facilitation service. The member and/or the representative may modify the hierarchy at any time through a user interface. For instance, the member may select a particular machine-learning model to be higher or lower in the hierarchy than initially presented. The member and/or the representative may also indicate how hierarchy of machine-learning models is to execute, the quantity of potential tasks before processing is terminated, and/or the like.

[0162] Once a potential task is defined by the member, defined by the representative, suggested by

the member, suggested by the representing, identified by the machine-learning models **412**, or the like, a task specification **404** may be generated that encapsulates the data associated with the task. The data may be structured (e.g., according to type, source, time, and/or the like) or unstructured (e.g., stored in a same or similar format as it is received from a respective information source). In some instances, the task specification **404** may include a predetermined quantity information from the member input **408**, the machine-learning models **412**, the representative **416**, and/or from other sources. The information included in the predetermined quantity of received information may be selected based on a semantic classification of the information (e.g., information associated with a suggested task using a semantic classifier, natural language processors, and/or the like as previously described), timestamp (e.g., such as that information received over the last x hours once a potential task was identified), data types, data sources, and/or the like.

[0163] The task specification **404** may be passed to feature extractor **420** which may derive a set of features from which the representative or another machine-learning model can identify a predetermined task. In some instances, too many features in the set of features may reduce the accuracy of task identification. Too many features may cause noise, improper feature weights, etc. that can affect the quality and/or accuracy of the result of processing the feature set. In some examples, feature extractor **420** may reduce the set of features to improve the quality of the tasks identified. For example, feature extractor may derive new features from the set of features that correspond to two or more features. Alternatively, or additionally a dimensionality reduction algorithm may be executed on the set of features or on the task specification **404** to reduce the quantity of features. For example, the task specification **404** may perform principal component analysis, a discriminant analysis (linear, general, etc.), or the like. In other examples, feature extractor **420** may add new features derived from features in the set of features to compensate for unbalanced feature weights (e.g., adding additional features to under weighted features may increase those weights), or the like.

[0164] The feature extractor **420** may generate a feature vector from the set of features. The feature vector may be an ordered sequence of features from the set of features. The features may be ordered according to a particular dimension (e.g., task type, data type, time, information source, etc.).

[0165] Task creation sub-system **302** may determine whether the feature vector includes an identification of task type that corresponds to predefined task type of the creation sub-system **302** (e.g., such as a known task, a previously generated task, and/or the like). If the feature vector does not include an identification of a task type that corresponds to a predefined task type of the task creation sub-system **302**, then the feature vector, may be passed directly to task generator.

[0166] If the feature vector includes an identification of a task type that corresponds to a predefined task type of the creation sub-system **302**, then the feature vector may be passed to task templates **424**. The task templates **424** may include a database of task templates. A task template can include a set of empty fields that can be populated with features from the feature vector and/or derived from the feature vector by task generator **428**. For example, the task template “buy an object” includes a field “object” to be replaced with a particular object included in or derived from the feature vector. More specific task templates may include many fields (e.g., particular objects, vendors, timestamps, locations, third-party services, activities, etc.) that may be inserted into the task template.

[0167] The task templates **424** may be organized according to hierarchy of increasing specificity. The hierarchy may begin with task templates that correspond to a base type (e.g., object, service, event, etc.). The next layer of the hierarchy may include task templates that are more specific variation of the previous layer's task templates. For example, a subsequent layer after a task template of object may include an action in association with the object such as buy an object, sell an object, rent an object, etc. A subsequent layer may include task templates that are even more specific such as buy a particular object from a particular vender at a particular time, etc. The task

creation sub-system **302** may identify a task template that is closest to the possible task identified by task creation sub-system **302**. The identified task template may be passed to task generator with the feature vector.

[0168] The task generator **428** may include a machine-learning model, an automated process, a software process driven by the representative, or the like that analyzes the feature vector (and the task template if received from task templates **424**) and outputs a task recommendation. Task generator **428** may be trained using training data **432** and user models **436** (associated with a particular member for which task recommendations are to be generated and/or associated with other members having similar characteristics to the particular member, etc.) to improve the generation of task recommendations that are tailored to a particular member. In a machine-learning model context, training the task generator **428** includes training the machine-learning model using supervised learning, unsupervised learning, semi supervised learning, reinforcement learning, and/or the like. The machine-learning model may be trained over a set of iterations, over a predetermined time interval, and/or until a predetermined accuracy metric is reached.

[0169] In a non-machine-learning-model context, training the task generator **428** may include processing data associated with the member to enable automatic selection of task templates that corresponds to the feature vector (if one has not been previously identified), automatic selection of values of fields of task templates, and/or the like. For example, features associated with the member (e.g., from the feature vector, user model, and/or the like) may be associated with a use metric usable to define a likelihood that the feature may be used for a particular field type when defining a task. The task generator **428** may suggest, for each field of a task template, the feature having a highest use metric associated with the particular field. For example, a task recommendation corresponding to “order a birthday cake” may include a set of features that may correspond to a date in which the cake should be ordered (e.g., birthdays stored in the user model that corresponds the member, family of the member, friends of the member, etc.) with each feature being associated with a use metric. The task generator **428** may identify the feature with the highest use metric (e.g., a date of a close family member for which the member has previously purchased a birthday cake, the date for which the member is most likely to select based on the user model, etc.) to suggest as being the value for the date field of the “order a birthday cake” task recommendation. Alternatively, the task generator **428** may automatically populate the date field with the feature having a highest use metric. The representative and/or the member may approve the date feature or select a different date feature if needed.

[0170] Training data **432** may include historical task specifications **404**, task templates **424**, and task recommendations generated for the member (or members having similar characteristics to the member). Training data **432** may also include additional data such as, but limited to, historical task specifications generated for other members, historical task templates generated for other members, user models of other members, task recommendations generated for other members, procedurally generated data, and/or the like. The training data **432** may be used to train the machine-learning model of the task generator **428** and/or the representative to generate task recommendations that may be of interest to the member.

[0171] The training data **432** may include data that indicates the member's preferences, interests, and/or the like. For example, the training data **432** may indicate events that the member is likely to find of interest, particular vendors or third-party services for use in performing tasks, etc. The training data may also cause the task generator **428** and/or the representative to generate task recommendations that conform to a format preferable to the member, include one or more values for fields that correspond to preferences of the member, and/or communicated in a format preferable to the member. For example, the training data may indicate that the member prefers task recommendation to be communicated via push notifications rather than SMS or email. The task generator **428** may identify these details in the training data **432** so as to generate task recommendations that are tailored to the member and in a manner preferable to the member.

[0172] User models **436** may include information associated with the member (e.g., such as the member profile or the like) that is generated or received from the task-facilitation service (e.g., such as but not limited to, historical tasks of the member, historical tasks of members have similar characteristics, etc.), the member (e.g., such as, but not limited to, member provided answers to survey questions, input provided by the member, devices associated with the member which the member has provided access, devices accessible to the task-facilitation service, applications associated with the member, third-party services connected to the member, etc.), the representative interacting with the member, other members interacting with the member, other individuals interacting with the member, combinations therefor, or the like.

[0173] In some instances, features may be extracted and/or derived from the member information. The features may be passed as input into a trained machine-learning model to generate a trained model that corresponds to the member. The model may be queried, executed, and/or parsed to generate predictions associated with the member (e.g., likelihood of interest in particular tasks, identification of predicted preferences, identification of known preferences, etc.), identify characteristics of the member, identify historical tasks requested and/or executed by the member, identify information associated with the member, derive new information associated with the user (e.g., based any of the aforementioned information associated with the member), and/or the like. The user model may be used to tailor task recommendations to particular members (e.g., via selection of particular vendors that the member has used before or indicated a preference for, selection of particular travel accommodations the member has used before or indicated a preference for, selection of particular communication protocols and/or formats, selection of particular task recommendation formats, etc.).

[0174] The trained task generator **428** may generate a task recommendation form the feature vector that tailored to the particular member. As previously noted, the task generator **428** may also generate that is likely to be approved by the member, in a format that is preferable to the member, transmitted or presented using a communication protocol that is preferable to the member, and/or the like. In some instances, the task generator **428** may generate the task recommendations by populating the fields in the task template (if present) with the features in the feature vector. If any information is unknown or missing, the task generator **428** and/or the representative may request the information from the member (e.g., through the chat interface, SMS, email, the task-facilitation service, and/or the like).

[0175] If no task template is identified, then the task generator **428** and/or the representative may process the feature vector and predict a task that can be recommended to the member. The task generator **428** may generate tasks that are likely to be of interest to the member, based on preferences of the member, and/or based on other criteria associated with the member. For example, the task generator **428** and/or the representative may generate a task recommendation of an activity that may be of interest to the member, which may be based on the task specification **404**, the user model associated with the member, and/or the training data **432** (e.g., the user model and/or historical tasks performed by or for the member, etc.). In some instances, the task generator **428** and/or the representative may select a task from a list of tasks. The list may be generated for particular members based on previous tasks performed by the member, tasks previously selected by the member, tasks predicted to be of interest to the member (e.g., based on the user model associated with the member), and/or the like. In other instances, the task generator **428** and/or the representative may select any task that the task generator **428** and/or the representative predicts is likely to be of interest to the member. Once a task is selected (from a list, by the machine-learning model or representative, etc.), the task generator **428** may retrieve the task template that corresponds to the task to define a task recommendation for the member. The task generator **428** may then populate the fields of the task template using the feature vector, user model associated with the member, member input **408** and/or other input, representative input **416** and/or other input, and/or the like

[0176] In some examples, the task generator **428** may output the task recommendation as well as an accuracy metric. The accuracy metric may be indicative of how well the generated task recommendation corresponds to the feature vector and/or user model, the internal data of the task generator **428**, and/or from historical task recommendations generated for the member. In other words, the accuracy metric may indicate a likelihood that the generated task recommendation is likely to be approved by the member. If likelihood is less than a threshold, then the task recommendation may be purged. If the likelihood is greater than the threshold, then the task recommendation may be transmitted to tasks **440**.

[0177] Tasks **440** may be a buffer that stores a set of tasks for presentation to the representative **106** for selection (e.g., by the representative **106** and/or the member). Tasks **440** may include an interface (e.g., such as a display interface, communication interface, application programming interface, and/or the like) that can present the tasks generated by task generator **428** to the representative **106** and/or the member **118**. Tasks **436** may rank the tasks in an order determined by task generator **428**, by the member **118** (e.g., via user input, the user model, or the like), and/or by the representative **106**. For example, the ranking may be based on the output from the task generation **428** (e.g., the accuracy metric and/or a metric indicating the likelihood that the task recommendation will be approved by a member, etc.).

[0178] In some examples, the representative **106** may review the task recommendations via an interface to: select one or more task recommendations to be transmitted to (or displayed by) the member, rank the task recommendations (if more than one), modify one or more task recommendations, delete one or more task recommendations, combinations thereof, or the like. For example, a task recommendation may be modified by the representative **106** to better suit the member. In some examples, the task recommendations may be presented to the member for selection. In those examples, the task recommendations may be automatically generated by the task creation sub-system **304** and selected by the member (e.g., without intervention by the representative **106**). The selected task recommendation may then be presented to the member for approval/selection.

[0179] The aspects of the task creation sub-system **304** may be further trained through reinforcement learning. The output from the task generator **428** (e.g., task recommendations, accuracy metrics, and/or the like), may be transmitted to training data **432** in addition to tasks **440**. Over time the training data **432** may include more data associated with recent task recommendations, which may be more likely to be of interest to the member than older task recommendations. The training data **432** may also receive feedback from the member **118** and/or input from the representative **106** indicating which task recommendations were selected (e.g., approved for presentation to the member), which task recommendations were not selected, which task recommendations were modified (e.g., including an identification of those modifications), information associated with the entities that performed and/or executed the task (e.g., the task-facilitation service, the third-party service provider, the representative, other representatives, combinations thereof, or the like), and/or the like. The training data **432** may store an association between the task recommendations generated by the task generator **428** and an assigned label that is based on the input from the representative **106**. In one example, approved task recommendations may be assigned a label of “true”, “1”, or the like; task recommendations that were not approved may be assigned “false”, “0”, or the like. Modified task recommendations may be assigned neutral value (e.g., “0.5”, null, or the like) or the same value as the value assigned to task recommendations that were not approved.

[0180] For reinforcement learning, the task generator **428** may periodically (e.g., after every task recommendation is generated, after every n task recommendation is generated, after n hours, etc.) execute a training step that processes one or more task recommendations and their corresponding labels to refine the machine-learning models or other processes of the task generator **428** or representative. Reinforcement learning may incrementally improve the task recommendations



output from the task generator **428** (e.g., also increasing the accuracy metric).

[0181] In some instances, the accuracy metric (or other metrics output from the task generator **428** such as precision, logarithmic loss area under the curve F1 score, mean squared error, and/or the like) may indicate that the accuracy of the machine-learning models or representative **106** is below a threshold accuracy (or exceeds a threshold defined based on the other metrics). In one example, the member may indicate that the task creation sub-system **304** may not be generating quality task recommendations. An indication that the task generator **428** may not be generating proper task recommendations (e.g., task recommendations with errors, a high frequency of unapproved task recommendations, etc.). In those instances, the task generator, the representative **106**, and/or the task creation sub-system, may be retrained. For example, the training data **432** (which may include recent output from the task generator **428** and corresponding labels) may be used to retrain the task generator **428** and/or the representative **106** to enable generation of more accurate task recommendations (e.g., more likely to be of interest to the member, meet the member's expectations, etc.). In some examples, the task generator **428** may be purged (e.g., returned to an untrained state) and retrained. In other examples, the task generator **428** may re-execute the training phase.

[0182] Since the training data **432** includes additional data from execution of the task generator **428** since the last training phase, training or retraining the task generator **428** may improve the performance of the task generator **428** (and/or the representative **106**) in even when the training phase is triggered on a working task generator **428**. In some instances, the task generator **428** may periodically be retrained. The retraining may be executed in addition to the reinforcement learning. For example, the task generator **428** may be retrained every x days, while reinforcement learning may trigger reinforcement training every n hours (or after n task recommendations are generated, or as previously described).

[0183] The output from the task generator **428** may also be transmitted to the feature extractor **420**. In some instances, the task generator **428** and/or the representative **106** may determine features of the feature vector that are indicative of an identification of a task or may be usable in generating the task recommendation. Other features in the feature vector may be less useful, may not be used at all, may induce noise, or otherwise reduce the accuracy of the task generator **428** and/or the representative **106**, or the like. For example, a feature corresponding to when a correspondence occurred may not be indicative of the task identified in the correspondence or when the task is to be performed. The output from the task generator **428** may be used by the feature extractor **420** and/or the representative **106** to refine the feature extraction (e.g., removing features, adding features, modifying features, deriving new features, etc.). In some instances, the feature extractor **420** may transmit an indication of the refinement to the task specification **404** to improve future member input **408**, machine-learning models **412** (e.g., through retraining, reinforcement learning, and/or the like), and/or the representative input **416**. The improvement may provide better task specifications by eliminating unnecessary or superfluous data (e.g., which may cause noise, etc.), adding or removing information sources (e.g., which may improve feature extractor **420**, the resulting feature vector, and/or task recommendations generated by the task generator **428**, etc., combinations thereof, or the like).

[0184] FIG. 5 depicts an illustrative example of a proposal creation sub-system **502**, which generates and ranks proposals of recommended tasks configured to be performed for the benefit of a member in accordance with aspects of the present disclosure. In some instances, a proposal may be an implementation of a task that is configured for execution (e.g., performable by the member, the representative, by one or more third-party service providers, and/or the like). For example, the proposal for an evening activity may include (but is not limited to) an identification of the activity, identification of the cost of the activity, an identification of one or more particular vendors or service providers, identification of travel accommodations (e.g., flights, taxis, public transportation, hotels, etc.), cost of travel accommodations, reservations for the travel accommodations (e.g.,

airline tickets, hotel reservations, metro cards, etc.) food accommodations (restaurant reservations, etc.), and/or the like. In another example, a proposal for a roof repair may include an identification of the roof repair vendor, an identification of the cost, and an identification of the over which the repair is to occur, and/or the like. In some instances, a proposal may be a time complete implementation of the task such that the member need only authorize the performance of the proposal to facilitate performance of the task. In other instances, the proposal may include options and/or fields to be selected by the member.

[0185] A proposal specification **504** may include data usable by proposal creation sub-system **302** to generate a proposal such as, but not limited to representative input **508**, machine-learning models **512**, a task identifier **516**, and/or the like. In some instances, the proposal specification **504** may include additional data such as data associated with the member (e.g., such as the user model, etc.), data associated with the selection or generation of the task by the member, data associated with the selection or generation of the task the representative **106**, data associated with the selection or generation of the task by the task creation sub-system **304**, and/or the like. The task specification **504** may be generated in response to a selection of task recommendation by the member (e.g., as previously described), by the representative **106** (e.g., if authorized by the member and/or the task-facilitation service **102** to do so), by an automated service (e.g., such as an application or web portal, etc.), and/or the like.

[0186] The task ID **516** may identify a task for which a proposal is to be generated. A task template or task recommendation may be retrieved using the task ID **516**. Alternatively, the representative **106** may select a task template that corresponds to the task ID **516**. The task template or task recommendation may include one or more fields (e.g., a timestamp, third-party service provider, cost, activity, etc.) for which information can be included do define the implementation.

[0187] The representative input **508** may include information associated with the task, task template, task recommendations, any fields thereof, and/or the like. In some instances, the representative input **508** may include natural language correspondence (e.g., between the representative **106** and the member **118**, between the representative **106** and another representative, between the representative **106** and other members, between the representative **106** and the task-facilitation service **102**, and/or the like). In some instances, the natural language input may be included in the proposal specification **504**. In other instances, the natural language input may be processed by the machine-learning models **512** and the output of that processing may be included in the proposal specification **504**. Machine-learning models **512** may include one or more machine-learning models trained to process member data (e.g., any of the data described in connection to the task specification **404**) to identify fields content to be added to a field. The machine-learning models may include, but are not limited to, natural language processors, image processors (e.g., object recognition, computer vision, etc.), classifiers (e.g., that generate single-variate or multivariate predictions based on input features, etc.), combinations thereof, or the like.

[0188] The proposal specification **504** may be passed to feature extractor **520**, which may derive a set of features from which the proposal generator **524** can generate a proposal. Feature extractor **520** may operate as a filter that refines the raw set of data of the proposal specification **504** into a subset of the set of data that corresponds to the particular proposal being generated. For example, deriving features for all datapoints in the set of data may generate too many features (e.g., more features than are unusable by proposal generator **524** and/or a representative **106**, features that may be contradictory or noisy, etc.), which may reduce the accuracy of the proposal generation. In some examples, feature extractor **520** may reduce the quantity of features generated by analyzing the set of data and generating and/or deriving features from the data known or likely to be usable by the proposal generator **524**. In some instances, a machine-learning model (e.g., such as a classifier, or the like) may be used to classify datapoints and/or features according to a likelihood of being usable to proposal generator **524**. to improve the identification tasks.

[0189] The feature extractor **520** may reduce the quantity of features generated by, eliminating

features unlikely to be usable by the proposal generator **524** (e.g., below a threshold likelihood, or the like), deriving features from two or more features, applying dimensionality reduction algorithm (e.g., principal component analysis, a discriminant analysis such as linear or general, and/or the like), combinations thereof, or the like. In other examples, feature extractor **520** may add new features derived from features in the set of features to compensate for unbalanced feature weights (e.g., adding additional features to under weighted features may increase those weights to ensure equal representation), or the like.

[0190] The features extracted by feature extractor **520** may be passed to proposal generator **524**. Proposal generator **524** may include one or more machine-learning models configured to generate a proposal. Alternatively, the proposal generator **524** may include one or more processes operated automatically or by the representative **106**. The machine-learning models may identify each aspect of the proposal by predicting a likelihood that particular fields of the proposal will be approved by the member (e.g., particular dates, vendors, costs, etc.). For example, the machine-learning model may predict a particular flight and seat assignment that the member would want to select. Each prediction may be associated with a corresponding accuracy metric (e.g., a degree in which the prediction fits the model, training data **528**, input features, and/or a likelihood that the prediction will be selected or approved by the member). The machine-learning models may also output an accuracy metric that corresponds to the overall proposal to provide the representative **106** and/or the member with an idea as to how well the overall proposal corresponds to the input features, the training data **528**, the models, etc.

[0191] The machine-learning models and/or the representative **106** may be trained using unsupervised learning with reinforced learning thereafter. Since little may be known about the member when the member establishes a connection with the representative **106** and/or the task-facilitation service, the training data **528** that corresponds to the particular member may be too small for supervised learning. The training data **528** may be padded with additional data corresponding to other representatives, other members, procedurally generated data, and/or the like. Once the machine-learning models are trained, the machine-learning models may be refined using reinforcement learning (e.g., executing an intermediate retraining of the proposal generator in regular intervals such when a proposal is generated and user input approving, disapproving, and/or modifying the proposal is received). For example, a generated proposal that is approved may refine the machine-learning models (e.g., internal weights, etc.) to ensure a similar set of input features will be more likely to generate the approved proposal. In some instances, the reinforcement learning may also use execution information (e.g., information associated with the entities that performed the tasks and/or portions thereof such as the task-facilitation service **102**, the representative **106**, other representatives, the third-party service providers, and/or the like).

[0192] Once trained, the machine-learning models and/or the representative **106** may be periodically retrained (e.g., every n days, based on the member input, based on the representative input, based on the accuracy metrics, and/or the like). Since information associated with each generated proposal and the indication as to whether the proposals were approved, disapproved, and/or modified is stored in the training data **528**, the training data **528** include more information that is associated with the particular member the longer the proposal creation sub-system **302** operates for a particular member.

[0193] In some instances, the training data **528** may store a predetermined quantity of data. Initially, when little may be known about the member, the training data **528** may mostly include information associated with the representative **106**, other representatives, other members, procedurally generated data, and/or the like. As new data is stored in the training data **528** (e.g., proposal generated for the particular member), the older data may be removed from the training data **528** to preserve the data limit (e.g., the predetermined quantity of data). If the proposal creation sub-system **302** operates long enough, the training data **528** may be filled with only data corresponding to the particular member then only recent data corresponding to the particular

member, etc. When retraining occurs, the resulting machine-learning models may be more accurate than the machine-learning models trained on the initial data.

[0194] The generated proposals may be output to a proposal customization **532**. The proposal customization **532** includes interfaces (e.g., graphical user interfaces, application programming interfaces, and/or the like), for presenting the proposal to the representative **106** and/or the member **118**. The proposal customization **532** may also include interfaces that can receive input from the representative **106** and/or the member **118** to approve, disapprove, and/or modify portions of the proposal and/or the overall proposal. For example, a proposal for task of repairing the HVAC system may include an identification of a third-party service provider providing the repair, an identification of parts, an identification of a vendor to acquire the parts and at what cost, an identification of the cost, and an identification of a time interval over which the repair is scheduled. The member **118** may provide input selecting a different third-party service provider, a different vendor to acquire the parts and/or different parts, and/or a different time interval over which to conduct the repair.

[0195] The proposal customization **532** may receiving input from user models and/or representative models (not shown). The user models **426** stores a user model that corresponds to the particular member, which may be usable to tailor a proposal to the particular member. In some instances, the proposal customization **532** may automatically (e.g., through an automated service) modify the proposal based on the user model and/or representative models. In other instances, the representative **106** may modify the proposal using the user models **436**. The user model may be queried and/or executed to predict preferences of the member. The predicted preferences may be based on previously executed proposals (e.g., such as a vendor that the member has previously acquired an object from, etc.), information associated with the member, information obtained from device and/or applications associated with the member, information obtained from third-party services, combinations thereof.

[0196] Once the proposal customization **532** terminates, the results of the proposal customization **532** may be passed to training data **528** for improving the performance of the proposal generator **524** (e.g., training the machine-learning models and/or the representative **106**, retraining the machine-learning models and/or the representative **106**, reinforcement learning of the machine-learning models and/or the representative **106**, etc.).

[0197] Proposals **540** may be a buffer that stores a set of proposals for presentation to the representative **106** for selection (e.g., by the representative **106** and/or the member **118**). Proposals **540** may include an interface (e.g., such as a display interface, communication interface, application programming interface, and/or the like) that can present the proposals generated by proposal generator **528** to the representative **106** and/or the member **118**. In some instances, proposals **540** may rank the proposals in an order determined by proposal generator **528** (e.g., based on the accuracy metrics, or the like), by the member **118** (e.g., via user input, the user model, or the like), and/or by the representative **106**. The set of proposals may include a proposal for multiple tasks or multiple proposals for a single task. For example, the proposal generator **524** and/or the representative **106** may generate multiple variations of a proposal for the member. A first proposal for a task corresponding to a HVAC repair may include an identification of a first third-party service provider providing the repair a first time interval for the repair. A second proposal for that task, may include a different time interval and/or a different third-party service provider providing the repair, or the like. Proposal generator **524** and/or the representative **106** may generate a single proposal for a given task, a predetermined quantity of proposals for a given task (e.g., to prevent overloading the member), or any quantity of proposals for a given task.

[0198] The representative **106** may select the proposals from the proposals **536** to present to the member for member approval. In some instances, the member may request further customization of a particular proposal. In those instances, the process may return to proposal customization **532**, where the proposal may be customized according to the member input. Approved proposal may be

transmitted to the party assigned to execute the proposal (e.g., the representative **106**, another representative, the task-facilitation service, third-party service provider, and/or the like identified by the proposal as implementing some or all of the task). The task-facilitation service may transmit the proposal to the assigned party (e.g., using an application programming interface configured to enable communications between the task-facilitation service and the assigned party, etc.). An indication of the approval, disapproval, and/or modification of the set of proposals of proposals **536** may be transmitted to the training data **528** (e.g., to further refine the proposal generator **524** and/or the representative **106**) and/or to the user models **436** and/or representative models (not shown).

[0199] FIG. **6** depicts a flowchart of an example process **600** for generating task recommendations for performance by a task-facilitation service in accordance with aspects of the present disclosure. At block **604**, sensor data associated with a user (e.g., such as a member, as previously described) may be received (e.g., by a task-facilitation service **102**, a representative **106**, and/or the like). The sensor data may be stored in association with a user model that corresponds to the user. The sensor data may include any data associated with the user such as user input (e.g., text, audio, and/or video transmitted directly or indirectly from the user, or the like), data generated or derived from a device associated with the user (e.g., such as IoT devices; mobile devices such as smartphones, personal digital assistants, and/or the like; computing devices such as personal computers, servers, database, and/or the like; sensor devices such as, but not limited to thermometers, hygrometers, magnetometers, pressure sensors, accelerometers, and/or the like; cameras such as still image cameras; motion cameras; infrared cameras, and/or the like; microphones; combinations thereof; or the like), applications associated with the user (e.g., calendar, contacts, SMS and/or direct messaging applications, email, to-do lists, shopping lists, other lists, social media, games, and/or the like), third-party services (e.g., applications and/or services used by the user such as, but not limited to, music streaming services, video streaming services, food preparation services, cleaning services, child/elder care services, and/or any other application and/or service), devices associated with other users (e.g., family members, friends, acquaintances that may have information associated with the user and who have agreed to share information with a task-facilitation service), combinations thereof, or the like. In some instances, the sensor data may be received in real time. Alternatively, or additionally, the sensor data may be received from a resource library that stores information received from any of the aforementioned sources.

[0200] A user model may be generated from information associated with the user obtained over a predetermined time interval (e.g., such as the duration over which the user has been utilizing the services of the task-facilitation service). In some instances, the user model may be generated by a machine-learning model and/or the representative to encapsulate the information. The user model may be queried to obtain particular information. In some instances, the user model may be executed using input features to generate a prediction associated with the user. The prediction may correspond to a task that may be of interest to the user, a preference of the user, a decision that the member would make given particular question and/or information, and/or the like.

[0201] In some instances, the sensor data may include a portion of the data associated with the user that may be likely to correspond to a task or from which a task can be identified. For example, the sensor data may include one or more communications between the user and a representative of the task-facilitation service, the user and a user associated with the user (e.g., such as a family member, friend, coworker, etc.), and/or the like that include a topic (e.g., identified by a machine-learning classifier, keywords, the representative, or the like) associated with a task (e.g., such as an event, an action, a previously executed or identified task, etc.). The sensor data may be augmented with other information associated with the member and the topic or task. For example, the user may discuss a preferred musician (e.g., topic) that may be associated with a “concert” task. The sensor data may then be augmented with other data associated with the user (e.g., availability of the user to attend a concert, preferred ticket types, preferred travel types, etc.), data associated with the topic or “concert” task (e.g., tour dates, ticket availability and/or cost, etc.). Such that the augmented sensor

data may include a complete set of data usable to generate a task recommendation and a proposal (if approved by the user).

[0202] At block **608**, a feature vector may be generated from the sensor data and the user model. The feature vector may include a set of features organized according to a particular taxonomy such as time (e.g., with the features organized according to the time in which the underlying data was received and/or generated), data type, task type, user type, and/or the like. Features may be derived directly from the sensor data and/or user model, derived from the sensor data and/or user model, and/or the like. In some instances, feature selection (e.g., deriving one feature from one or more other features, executing dimensionality reduction algorithms, and/or the like) may be utilized to reduce the features to be included in the feature vector.

[0203] The feature vector may be generated by selecting features that are predictive of a particular task, task type, class of tasks, class of task types, and/or the like. The predictiveness of each feature may be assessed by previous tasks facilitated by the task-facilitation service for the user, correspondence with the user, the user model, user input, and/or the like. Features that are predictive for particular tasks, task types, class of tasks, class of task types, etc. may be identified for inclusion into the feature vector. The identified features may then be organized according to the particular taxonomy of the feature vector. Features that do not have a high indicated predictiveness (e.g., based on thresholds, etc.), may be omitted from the feature vector and/or from further processing for this iteration of the task-facilitation service.

[0204] A block **612**, a machine-learning model may be executed using the feature vector to generate an identification of one or more tasks. Alternatively, or additionally, the feature vector may be processed by an automated service, a representative of the task-facilitation service, etc. to generate the identification of the one or more tasks. The one or more tasks may be configured to be performed and/or executed entirely, or in part, by one or more of the task-facilitation service **102**, the representative **106**, other representatives, the user, other users, one or more third-party service providers, and/or the like. The machine-learning model may include one or more of the machine-learning models of the task generator **428** of FIG. 4. An identification of a task may correspond to an output of the task generator **428** or proposal generator **528**.

[0205] The machine-learning model may predict type a task type and/or template from the feature vector. The task type and/or task template may be a generalized task with a set of empty fields configured to populated with values so as to particularize the task to the user. For example, the task template may include “repair object at location” where both object and location may be empty fields of the task template. The machine-learning model (and/or automated service, representative, etc.) may then generate a multivariate output that corresponds to predictions for the fields in the task template. Tasks and/or task templates may include any number of fields. Returning to the previous example, the machine-learning model may output “repair roof at primary residence”. The machine-learning model may include a natural language generator configured to convert the task and predicted fields into conversational format that can be communicated to the user. In some instances, the functionality of the machine-learning model may be provided by the representative.

[0206] The machine-learning model may generate an accuracy metric associated with the output from the machine-learning model. The accuracy metric may indicate a degree in which the predicted task, task type, field, group of fields, and/or the like correspond fit the input feature vector or correspond to values that would have been selected by the user. The accuracy metric may also indicate a quality of hyperparameters, training data, the training process, weights of the machine-learning model, other internal data of the machine-learning model, and/or the like. The accuracy metric may be used to determine if an identification of a task should be presented to the user for approval. If the accuracy metric of a field is below a threshold, then the field may be set to null or otherwise left empty. In some instances, the accuracy metric may be used modify or adjust aspects of the machine-learning model (e.g., the hyperparameters, internal weights, etc.), to initiate a training iteration (for reinforcement learning, etc.), to train a new machine-learning model to

replace this machine-learning model, and/or the like.

[0207] At block **616**, A particular task from the one or more tasks may be selected. The particular task may be selected based on the accuracy metric of the one or more tasks, user input, representative **106** input, task type, a priority metric, and/or the like. In some instances, the particular task may be selected based on a correspondence between the sensor data and/or feature vector and a task type of the particular task. For example, the sensor data and/or feature vector may be indicative of a particular task type. During execution of the machine-learning model, an identification of two tasks may be generated with one task having a stronger correlation to the sensor data and/or feature vector (e.g., determined by correlation coefficient or r-value, or the like). As a result, the particular task may be a task having a strongest correlation to the sensor data and/or feature vector.

[0208] The selection of the particular task may be used by the machine-learning model (or the representative **106**) for reinforcement learning. The selection may be indicative of an accuracy of the machine-learning model (or the representative **106**) in selecting, prediction, and/or generating tasks for the user. The selection may be used with the output from the machine-learning model (or the representative **106**) to refine the operations of the model in favor of tasks that were selected by the representative **106** and/or user and away from tasks that were not selected (or that were modified by) the representative **106** and/or the user.

[0209] At block **620**, a transmission that includes an identification of the particular task may be facilitated. Facilitating the transmission may include causing the identified transmission to be transmitted to a device. In some instances, facilitating the transmission may include transmitting the identification of the particular task to the user for user approval (if the user has not already approved the task). In other instances, facilitating the transmission may include transmitting the identification of the particular task (or a portion thereof) to one or more of, the task-facilitation service, the representative **106**, one or more third-party service provider, and/or the like for performance of the particular task.

[0210] Once the task is transmitted for performance by one or more assigned entities, the process may return to block **604**. In some instances, sensor data may be continuously received. As a result, the process of FIG. **6** may be executed continuously. In some instances, multiple instances of the process may execute. In those instances, the processes may execute in series and/or in parallel with other instances of the process. Alternatively, if no further sensor data is received, the process may terminate.

[0211] FIG. **7** illustrates a block diagram of an example environment **700** for facilitating task execution in accordance with aspects of the present disclosure. In some examples, operations performed by representatives **704** are partially and/or fully performed using one or more machine-learning algorithms, artificial intelligence systems and/or computational models. For example, as the representatives **704** perform or otherwise coordinate performance of tasks on behalf of a member **712**, the task-facilitation service **702** may update a profile of the member **712** and/or a computational model of the profile of the member **712**.

[0212] In some examples, as the representatives **704** perform or otherwise coordinate performance of tasks on behalf of a member **712**, the task-facilitation service **702** updates a profile of the member **712** and/or a computational model of the profile of the member **712** continuously. For example, as a member **712** communicates with a system of the task-facilitation service **702**, the task-facilitation service **702** may update the profile of the member **712** and/or a computational model of the profile of the member **712** continuously during the course of the interaction.

[0213] In some examples, as the representatives **704** perform or otherwise coordinate performance of tasks on behalf of a member **712**, the task-facilitation service **702** updates a profile of the member **712** and/or a computational model of the profile of the member **712** dynamically. For example, as a task is performed on behalf of a member **712**, a vendor performing the task may provide regular updates to the task-facilitation service **702** and the task-facilitation service **702** may

update the profile of the member **712** and/or a computational model of the profile of the member **712** dynamically at each update from the vendor.

[0214] In some examples, as the representatives **704** perform or otherwise coordinate performance of tasks on behalf of a member **712**, the task-facilitation service **702** updates a profile of the member **712** and/or a computational model of the profile of the member **712** automatically. For example, when a proposal is generated for the member, the task-facilitation service **702** may update the profile of the member **712** and/or a computational model of the profile of the member **712** automatically as part of the proposal generation process.

[0215] In some examples, as the representatives **704** perform or otherwise coordinate performance of tasks on behalf of a member **712**, the task-facilitation service **702** updates a profile of the member **712** and/or a computational model of the profile of the member **712** in real-time. For example, when a member **712** accepts a proposal, the task-facilitation service **702** may update the profile of the member **712** and/or a computational model of the profile of the member **712** at the time that the proposal acceptance is provided, rather than delaying the update.

[0216] In some examples, the task-facilitation service **702** updates a profile of the member **712** and/or a computational model of the profile of the member **712** using a machine learning sub-system **706** of the task-facilitation service **702**. In some examples, a machine learning sub-system **706** is a component of the task-facilitation service **702** that is configured to implement machine-learning algorithms, artificial intelligence systems, and/or computation models. In an example, a machine learning sub-system **706** may use various algorithms to train a machine-learning model using sample and/or live data. Additionally, a machine learning sub-system **706** may update the machine-learning model as new data is received. In another example, the machine learning sub-system **706** may train and/or update various artificial intelligence systems or generate, train and/or update various computational models. For example, a computational model of the profile of the member **712** may be generated, trained and/or updated by the machine learning sub-system **706** as new information is received about the member **712**.

[0217] In some examples, after the profile of the member **712** and/or a computational model of the profile of the member **712** has been updated over a period of time (e.g., six months, a year, etc.) and/or over a set of tasks (e.g., twenty tasks, thirty tasks, etc.), systems of the task-facilitation service **702** (e.g., a task recommendation system) utilize one or more machine-learning algorithms, artificial intelligence systems and/or computational models to generate new tasks continuously, automatically, dynamically, and in real-time. For example, the task recommendation system may generate new tasks based on the various attributes of the member's profile (e.g., historical data corresponding to member-representative communications, member feedback corresponding to representative performance and presented tasks/proposals, etc.) with or without representative interaction. In some examples, systems of task-facilitation service **702** (e.g., a task recommendation system) can automatically communicate with the member **712** to obtain any additional information needed and can also generate proposals that may be presented to the member **712** for performance of these tasks.

[0218] In the example illustrated in FIG. 7, communications between the member **712** and the task-facilitation service **702** may be routed to one or more entities within the task-facilitation service **702**. The example illustrated in FIG. 7 shows a communication router **714** (referred to in the illustration as a “router”) however, as may be contemplated and as illustrated in FIG. 7, the router **714** is an abstract representation of one or more techniques for routing communications between entities. Accordingly, communications from the member **712** to the task-facilitation service **702** may be routed to one or more entities of the task-facilitation service and communications from the one or more entities of the task-facilitation service **702** may be routed back to the member **712**.

[0219] In the example illustrated in FIG. 7, the representatives **704** can monitor communications between task-facilitation service systems and/or sub-systems **708** and the member **712** to ensure that the interaction maintains a positive polarity as described herein because the communications



can be routed **716** to the representatives **704** and also routed **718** to task-facilitation service systems and/or sub-systems **708**. For example, if a member **712** is interacting with the task recommendation system, the representatives **704** can determine whether the member **712** is satisfied with the interaction. If the representatives **704** determine that the conversation has a negative polarity (e.g., that the member **712** is not satisfied with the interaction), the representatives **704** may intervene to improve the interaction.

[0220] Similarly, other interactions between task-facilitation service systems and/or sub-systems **708** and the member **712** may be routed **720** to a member communication sub-system **722** which may be configured to monitor the interactions between task-facilitation service systems and/or sub-systems **708** and the member **712**. In some examples, the member communication sub-system **722** can be configured to intercept the interactions between task-facilitation service systems and/or sub-systems **708** and the member **712** (using, for example, the router **714**). In those examples, all such interactions can be routed **720** between the member **712** and the member communication sub-system **722** and can be routed **724** between the member communication sub-system **722** and the task-facilitation service systems and/or sub-systems **708**. In those examples, interactions between the task-facilitation service systems and/or sub-systems **708** and the member **712** may not be routed **718** directly. In those examples, the representatives **704** may still monitor interactions between task-facilitation service systems and/or sub-systems **708** and the member **712** to ensure that the interaction maintains a positive polarity as described above (e.g., by routing **716** the interactions to the representatives **704**).

[0221] In some examples, the representatives **704** can interact with the machine learning sub-system **706** to update the profile of the member indicating changing member preferences based on an interaction between the representatives **704** the member **712**. In some examples, the task-facilitation service systems and/or sub-systems **708** can interact with the machine learning sub-system **706** to update the profile of the member when, for example, a proposal is accepted or rejected. Additionally, as illustrated in FIG. 7, the interactions between the task-facilitation service **702** and the member **712** can be additionally routed **726** between the member communication sub-system **722** and the machine learning sub-system **706**. Accordingly, interactions between the member **712** and, for example, a proposal creation sub-system may be used to update the profile of the member as a proposal is created.

[0222] Thus, unlike automated customer service systems and environments, wherein the systems and environment may have little or no knowledge of users interacting with agents and/or other automated systems, task-facilitation service systems and/or sub-systems **708** can update the profile of the member **712** and/or a computational model of the profile of the member **712** continuously, dynamically, automatically, and/or in real-time. For example, task-facilitation service systems and/or sub-systems **708** can update the profile of the member **712** and/or a computational model of the profile of the member **712** using the machine learning sub-system **706** as described herein. Accordingly, task-facilitation service systems and/or sub-systems **708** can update the profile of the member **712** and/or a computational model of the profile of the member **712** to provide up-to-date information about the member based on the member's automatic interaction with the task-facilitation service **702**, based on the member's interaction with the representative **704**, and/or based on tasks performed on behalf of the member **712** over time. This information may also be updated continuously, automatically, dynamically, and/or in real-time as tasks and/or proposals are created, proposed, and performed for the member **712**. This information may also be used by the task-facilitation service **702** to anticipate, identify, and present appropriate or intelligent interactions with the member **712** (e.g., in response to member **712** queries, needs, and/or goals).

[0223] FIG. 8 illustrates an example computing system architecture including various components in electrical communication with each other using a connection in accordance with aspects of the present disclosure. The example computing system architecture **800** illustrated in FIG. 8 includes a computing device **802**, which has various components in electrical communication with each other

using a connection **806**, such as a bus, in accordance with some implementations. The example computing system architecture **800** includes a processing unit **804** that is in electrical communication with various system components, using the connection **806**, and including the system memory **814**. In some embodiments, the system memory **814** includes read-only memory (ROM), random-access memory (RAM), and other such memory technologies including, but not limited to, those described herein. In some embodiments, the example computing system architecture **800** includes a cache **808** of high-speed memory connected directly with, in close proximity to, or integrated as part of the processor **804**. The system architecture **800** can copy data from the memory **814** and/or the storage device **810** to the cache **808** for quick access by the processor **804**. In this way, the cache **808** can provide a performance boost that decreases or eliminates processor delays in the processor **804** due to waiting for data. Using modules, methods and services such as those described herein, the processor **804** can be configured to perform various actions. In some embodiments, the cache **808** may include multiple types of cache including, for example, level one (L1) and level two (L2) cache. The memory **814** may be referred to herein as system memory or computer system memory. The memory **814** may include, at various times, elements of an operating system, one or more applications, data associated with the operating system or the one or more applications, or other such data associated with the computing device **802**.

[0224] Other system memory **814** can be available for use as well. The memory **814** can include multiple different types of memory with different performance characteristics. The processor **804** can include any general purpose processor and one or more hardware or software services, such as service **812** stored in storage device **810**, configured to control the processor **804** as well as a special-purpose processor where software instructions are incorporated into the actual processor design. The processor **804** can be a completely self-contained computing system, containing multiple cores or processors, connectors (e.g., buses), memory, memory controllers, caches, etc. In some embodiments, such a self-contained computing system with multiple cores is symmetric. In some embodiments, such a self-contained computing system with multiple cores is asymmetric. In some embodiments, the processor **804** can be a microprocessor, a microcontroller, a digital signal processor (“DSP”), or a combination of these and/or other types of processors. In some embodiments, the processor **804** can include multiple elements such as a core, one or more registers, and one or more processing units such as an arithmetic logic unit (ALU), a floating point unit (FPU), a graphics processing unit (GPU), a physics processing unit (PPU), a digital system processing (DSP) unit, or combinations of these and/or other such processing units.

[0225] To enable user interaction with the computing system architecture **800**, an input device **816** can represent any number of input mechanisms, such as a microphone for speech, a touch-sensitive screen for gesture or graphical input, keyboard, mouse, motion input, pen, and other such input devices. An output device **818** can also be one or more of a number of output mechanisms known to those of skill in the art including, but not limited to, monitors, speakers, printers, haptic devices, and other such output devices. In some instances, multimodal systems can enable a user to provide multiple types of input to communicate with the computing system architecture **800**. In some embodiments, the input device **816** and/or the output device **818** can be coupled to the computing device **802** using a remote connection device such as, for example, a communication interface such as the network interface **820** described herein. In such embodiments, the communication interface can govern and manage the input and output received from the attached input device **816** and/or output device **818**. As may be contemplated, there is no restriction on operating on any particular hardware arrangement and accordingly the basic features here may easily be substituted for other hardware, software, or firmware arrangements as they are developed.

[0226] In some embodiments, the storage device **810** can be described as non-volatile storage or non-volatile memory. Such non-volatile memory or non-volatile storage can be a hard disk or other types of computer readable media which can store data that are accessible by a computer, such as

magnetic cassettes, flash memory cards, solid state memory devices, digital versatile disks, cartridges, RAM, ROM, and hybrids thereof.

[0227] As described above, the storage device **810** can include hardware and/or software services such as service **812** that can control or configure the processor **804** to perform one or more functions including, but not limited to, the methods, processes, functions, systems, and services described herein in various embodiments. In some embodiments, the hardware or software services can be implemented as modules. As illustrated in example computing system architecture **800**, the storage device **810** can be connected to other parts of the computing device **802** using the system connection **806**. In an embodiment, a hardware service or hardware module such as service **812**, that performs a function can include a software component stored in a non-transitory computer-readable medium that, in connection with the necessary hardware components, such as the processor **804**, connection **806**, cache **808**, storage device **810**, memory **814**, input device **816**, output device **818**, and so forth, can carry out the functions such as those described herein.

[0228] The disclosed systems and service of a task facilitation service (e.g., the task facilitation service **102** described herein at least in connection with FIG. **1**) can be performed using a computing system such as the example computing system illustrated in FIG. **8**, using one or more components of the example computing system architecture **800**. An example computing system can include a processor (e.g., a central processing unit), memory, non-volatile memory, and an interface device. The memory may store data and/or one or more code sets, software, scripts, etc. The components of the computer system can be coupled together via a bus or through some other known or convenient device.

[0229] In some embodiments, the processor can be configured to carry out some or all of methods and systems for generating proposals associated with a task facilitation service (e.g., the task facilitation service **102** described herein at least in connection with FIG. **1**) described herein by, for example, executing code using a processor such as processor **804** wherein the code is stored in memory such as memory **814** as described herein. One or more of a user device, a provider server or system, a database system, or other such devices, services, or systems may include some or all of the components of the computing system such as the example computing system illustrated in FIG. **8**, using one or more components of the example computing system architecture **800** illustrated herein. As may be contemplated, variations on such systems can be considered as within the scope of the present disclosure.

[0230] This disclosure contemplates the computer system taking any suitable physical form. As example and not by way of limitation, the computer system can be an embedded computer system, a system-on-chip (SOC), a single-board computer system (SBC) (such as, for example, a computer-on-module (COM) or system-on-module (SOM)), a desktop computer system, a laptop or notebook computer system, a tablet computer system, a wearable computer system or interface, an interactive kiosk, a mainframe, a mesh of computer systems, a mobile telephone, a personal digital assistant (PDA), a server, or a combination of two or more of these. Where appropriate, the computer system may include one or more computer systems; be unitary or distributed; span multiple locations; span multiple machines; and/or reside in a cloud computing system which may include one or more cloud components in one or more networks as described herein in association with the computing resources provider **828**. Where appropriate, one or more computer systems may perform without substantial spatial or temporal limitation one or more steps of one or more methods described or illustrated herein. As an example and not by way of limitation, one or more computer systems may perform in real time or in batch mode one or more steps of one or more methods described or illustrated herein. One or more computer systems may perform at different times or at different locations one or more steps of one or more methods described or illustrated herein, where appropriate.

[0231] The processor **804** can be a conventional microprocessor such as an Intel® microprocessor, an AMD® microprocessor, a Motorola® microprocessor, or other such microprocessors. One of

skill in the relevant art will recognize that the terms “machine-readable (storage) medium” or “computer-readable (storage) medium” include any type of device that is accessible by the processor.

[0232] The memory **814** can be coupled to the processor **804** by, for example, a connector such as connector **806**, or a bus. As used herein, a connector or bus such as connector **806** is a communications system that transfers data between components within the computing device **802** and may, in some embodiments, be used to transfer data between computing devices. The connector **806** can be a data bus, a memory bus, a system bus, or other such data transfer mechanism. Examples of such connectors include, but are not limited to, an industry standard architecture (ISA) bus, an extended ISA (EISA) bus, a parallel AT attachment (PATA) bus (e.g., an integrated drive electronics (IDE) or an extended IDE (EIDE) bus), or the various types of parallel component interconnect (PCI) buses (e.g., PCI, PCIe, PCI-104, etc.).

[0233] The memory **814** can include RAM including, but not limited to, dynamic RAM (DRAM), static RAM (SRAM), synchronous dynamic RAM (SDRAM), non-volatile random access memory (NVRAM), and other types of RAM. The DRAM may include error-correcting code (EEC). The memory can also include ROM including, but not limited to, programmable ROM (PROM), erasable and programmable ROM (EPROM), electronically erasable and programmable ROM (EEPROM), Flash Memory, masked ROM (MROM), and other types of ROM. The memory **814** can also include magnetic or optical data storage media including read-only (e.g., CD ROM and DVD ROM) or otherwise (e.g., CD or DVD). The memory can be local, remote, or distributed.

[0234] As described above, the connector **806** (or bus) can also couple the processor **804** to the storage device **810**, which may include non-volatile memory or storage and which may also include a drive unit. In some embodiments, the non-volatile memory or storage is a magnetic floppy or hard disk, a magnetic-optical disk, an optical disk, a ROM (e.g., a CD-ROM, DVD-ROM, EPROM, or EEPROM), a magnetic or optical card, or another form of storage for data. Some of this data may be written, by a direct memory access process, into memory during execution of software in a computer system. The non-volatile memory or storage can be local, remote, or distributed. In some embodiments, the non-volatile memory or storage is optional. As may be contemplated, a computing system can be created with all applicable data available in memory. A typical computer system will usually include at least one processor, memory, and a device (e.g., a bus) coupling the memory to the processor.

[0235] Software and/or data associated with software can be stored in the non-volatile memory and/or the drive unit. In some embodiments (e.g., for large programs) it may not be possible to store the entire program and/or data in the memory at any one time. In such embodiments, the program and/or data can be moved in and out of memory from, for example, an additional storage device such as storage device **810**. Nevertheless, it should be understood that for software to run, if necessary, it is moved to a computer readable location appropriate for processing, and for illustrative purposes, that location is referred to as the memory herein. Even when software is moved to the memory for execution, the processor can make use of hardware registers to store values associated with the software, and local cache that, ideally, serves to speed up execution. As used herein, a software program is assumed to be stored at any known or convenient location (from non-volatile storage to hardware registers), when the software program is referred to as “implemented in a computer-readable medium.” A processor is considered to be “configured to execute a program” when at least one value associated with the program is stored in a register readable by the processor.

[0236] The connection **806** can also couple the processor **804** to a network interface device such as the network interface **820**. The interface can include one or more of a modem or other such network interfaces including, but not limited to those described herein. It will be appreciated that the network interface **820** may be considered to be part of the computing device **802** or may be separate from the computing device **802**. The network interface **820** can include one or more of an

analog modem, Integrated Services Digital Network (ISDN) modem, cable modem, token ring interface, satellite transmission interface, or other interfaces for coupling a computer system to other computer systems. In some embodiments, the network interface **820** can include one or more input and/or output (I/O) devices. The I/O devices can include, by way of example but not limitation, input devices such as input device **816** and/or output devices such as output device **818**. For example, the network interface **820** may include a keyboard, a mouse, a printer, a scanner, a display device, and other such components. Other examples of input devices and output devices are described herein. In some embodiments, a communication interface device can be implemented as a complete and separate computing device.

[0237] In operation, the computer system can be controlled by operating system software that includes a file management system, such as a disk operating system. One example of operating system software with associated file management system software is the family of Windows® operating systems and their associated file management systems. Another example of operating system software with its associated file management system software is the Linux™ operating system and its associated file management system including, but not limited to, the various types and implementations of the Linux® operating system and their associated file management systems. The file management system can be stored in the non-volatile memory and/or drive unit and can cause the processor to execute the various acts required by the operating system to input and output data and to store data in the memory, including storing files on the non-volatile memory and/or drive unit. As may be contemplated, other types of operating systems such as, for example, MacOS®, other types of UNIX® operating systems (e.g., BSD™ and descendants, Xenix™, SunOS™, HP-UX®, etc.), mobile operating systems (e.g., iOS® and variants, Chrome®, Ubuntu Touch®, watchOS®, Windows 10 Mobile®, the Blackberry® OS, etc.), and real-time operating systems (e.g., VxWorks®, QNX®, eCos®, RTLinux®, etc.) may be considered as within the scope of the present disclosure. As may be contemplated, the names of operating systems, mobile operating systems, real-time operating systems, languages, and devices, listed herein may be registered trademarks, service marks, or designs of various associated entities.

[0238] In some embodiments, the computing device **802** can be connected to one or more additional computing devices such as computing device **824** via a network **822** using a connection such as the network interface **820**. In such embodiments, the computing device **824** may execute one or more services **826** to perform one or more functions under the control of, or on behalf of, programs and/or services operating on computing device **802**. In some embodiments, a computing device such as computing device **824** may include one or more of the types of components as described in connection with computing device **802** including, but not limited to, a processor such as processor **804**, a connection such as connection **806**, a cache such as cache **808**, a storage device such as storage device **810**, memory such as memory **814**, an input device such as input device **816**, and an output device such as output device **818**. In such embodiments, the computing device **824** can carry out the functions such as those described herein in connection with computing device **802**. In some embodiments, the computing device **802** can be connected to a plurality of computing devices such as computing device **824**, each of which may also be connected to a plurality of computing devices such as computing device **824**. Such an embodiment may be referred to herein as a distributed computing environment.

[0239] The network **822** can be any network including an internet, an intranet, an extranet, a cellular network, a Wi-Fi network, a local area network (LAN), a wide area network (WAN), a satellite network, a Bluetooth® network, a virtual private network (VPN), a public switched telephone network, an infrared (IR) network, an internet of things (IoT network) or any other such network or combination of networks. Communications via the network **822** can be wired connections, wireless connections, or combinations thereof. Communications via the network **822** can be made via a variety of communications protocols including, but not limited to, Transmission Control Protocol/Internet Protocol (TCP/IP), User Datagram Protocol (UDP), protocols in various

layers of the Open System Interconnection (OSI) model, File Transfer Protocol (FTP), Universal Plug and Play (UPnP), Network File System (NFS), Server Message Block (SMB), Common Internet File System (CIFS), and other such communications protocols.

[0240] Communications over the network **822**, within the computing device **802**, within the computing device **824**, or within the computing resources provider **828** can include information, which also may be referred to herein as content. The information may include text, graphics, audio, video, haptics, and/or any other information that can be provided to a user of the computing device such as the computing device **802**. In an embodiment, the information can be delivered using a transfer protocol such as Hypertext Markup Language (HTML), Extensible Markup Language (XML), JavaScript®, Cascading Style Sheets (CSS), JavaScript® Object Notation (JSON), and other such protocols and/or structured languages. The information may first be processed by the computing device **802** and presented to a user of the computing device **802** using forms that are perceptible via sight, sound, smell, taste, touch, or other such mechanisms. In some embodiments, communications over the network **822** can be received and/or processed by a computing device configured as a server. Such communications can be sent and received using PHP: Hypertext Preprocessor (“PHP”), Python™, Ruby, Perl® and variants, Java®, HTML, XML, or another such server-side processing language.

[0241] In some embodiments, the computing device **802** and/or the computing device **824** can be connected to a computing resources provider **828** via the network **822** using a network interface such as those described herein (e.g. network interface **820**). In such embodiments, one or more systems (e.g., service **830** and service **832**) hosted within the computing resources provider **828** (also referred to herein as within “a computing resources provider environment”) may execute one or more services to perform one or more functions under the control of, or on behalf of, programs and/or services operating on computing device **802** and/or computing device **824**. Systems such as service **830** and service **832** may include one or more computing devices such as those described herein to execute computer code to perform the one or more functions under the control of, or on behalf of, programs and/or services operating on computing device **802** and/or computing device **824**.

[0242] For example, the computing resources provider **828** may provide a service, operating on service **830** to store data for the computing device **802** when, for example, the amount of data that the computing device **802** exceeds the capacity of storage device **810**. In another example, the computing resources provider **828** may provide a service to first instantiate a virtual machine (VM) on service **832**, use that VM to access the data stored on service **832**, perform one or more operations on that data, and provide a result of those one or more operations to the computing device **802**. Such operations (e.g., data storage and VM instantiation) may be referred to herein as operating “in the cloud,” “within a cloud computing environment,” or “within a hosted virtual machine environment,” and the computing resources provider **828** may also be referred to herein as “the cloud.” Examples of such computing resources providers include, but are not limited to Amazon® Web Services (AWS®), Microsoft's Azure®, IBM Cloud®, Google Cloud®, Oracle Cloud® etc.

[0243] Services provided by a computing resources provider **828** include, but are not limited to, data analytics, data storage, archival storage, big data storage, virtual computing (including various scalable VM architectures), blockchain services, containers (e.g., application encapsulation), database services, development environments (including sandbox development environments), e-commerce solutions, game services, media and content management services, security services, server-less hosting, virtual reality (VR) systems, and augmented reality (AR) systems. Various techniques to facilitate such services include, but are not be limited to, virtual machines, virtual storage, database services, system schedulers (e.g., hypervisors), resource management systems, various types of short-term, mid-term, long-term, and archival storage devices, etc.

[0244] As may be contemplated, the systems such as service **830** and service **832** may implement

versions of various services (e.g., the service **812** or the service **826**) on behalf of, or under the control of, computing device **802** and/or computing device **824**. Such implemented versions of various services may involve one or more virtualization techniques so that, for example, it may appear to a user of computing device **802** that the service **812** is executing on the computing device **802** when the service is executing on, for example, service **830**. As may also be contemplated, the various services operating within the computing resources provider **828** environment may be distributed among various systems within the environment as well as partially distributed onto computing device **824** and/or computing device **802**.

[0245] Client devices, user devices, computer resources provider devices, network devices, and other devices can be computing systems that include one or more integrated circuits, input devices, output devices, data storage devices, and/or network interfaces, among other things. The integrated circuits can include, for example, one or more processors, volatile memory, and/or non-volatile memory, among other things such as those described herein. The input devices can include, for example, a keyboard, a mouse, a key pad, a touch interface, a microphone, a camera, and/or other types of input devices including, but not limited to, those described herein. The output devices can include, for example, a display screen, a speaker, a haptic feedback system, a printer, and/or other types of output devices including, but not limited to, those described herein. A data storage device, such as a hard drive or flash memory, can enable the computing device to temporarily or permanently store data. A network interface, such as a wireless or wired interface, can enable the computing device to communicate with a network. Examples of computing devices (e.g., the computing device **802**) include, but is not limited to, desktop computers, laptop computers, server computers, hand-held computers, tablets, smart phones, personal digital assistants, digital home assistants, wearable devices, smart devices, and combinations of these and/or other such computing devices as well as machines and apparatuses in which a computing device has been incorporated and/or virtually implemented.

[0246] The techniques described herein may also be implemented in electronic hardware, computer software, firmware, or any combination thereof. Such techniques may be implemented in any of a variety of devices such as general purposes computers, wireless communication device handsets, or integrated circuit devices having multiple uses including application in wireless communication device handsets and other devices. Any features described as modules or components may be implemented together in an integrated logic device or separately as discrete but interoperable logic devices. If implemented in software, the techniques may be realized at least in part by a computer-readable data storage medium comprising program code including instructions that, when executed, performs one or more of the methods described above. The computer-readable data storage medium may form part of a computer program product, which may include packaging materials. The computer-readable medium may comprise memory or data storage media, such as that described herein. The techniques additionally, or alternatively, may be realized at least in part by a computer-readable communication medium that carries or communicates program code in the form of instructions or data structures and that can be accessed, read, and/or executed by a computer, such as propagated signals or waves.

[0247] The program code may be executed by a processor, which may include one or more processors, such as one or more digital signal processors (DSPs), general purpose microprocessors, an application specific integrated circuits (ASICs), field programmable logic arrays (FPGAs), or other equivalent integrated or discrete logic circuitry. Such a processor may be configured to perform any of the techniques described in this disclosure. A general purpose processor may be a microprocessor; but in the alternative, the processor may be any conventional processor, controller, microcontroller, or state machine. A processor may also be implemented as a combination of computing devices (e.g., a combination of a DSP and a microprocessor), a plurality of microprocessors, one or more microprocessors in conjunction with a DSP core, or any other such configuration. Accordingly, the term “processor,” as used herein may refer to any of the foregoing

structure, any combination of the foregoing structure, or any other structure or apparatus suitable for implementation of the techniques described herein. In addition, in some aspects, the functionality described herein may be provided within dedicated software modules or hardware modules configured for implementing a suspended database update system.

[0248] As used herein, the term “machine-readable media” and equivalent terms “machine-readable storage media,” “computer-readable media,” and “computer-readable storage media” refer to media that includes, but is not limited to, portable or non-portable storage devices, optical storage devices, removable or non-removable storage devices, and various other mediums capable of storing, containing, or carrying instruction(s) and/or data. A computer-readable medium may include a non-transitory medium in which data can be stored and that does not include carrier waves and/or transitory electronic signals propagating wirelessly or over wired connections. Examples of a non-transitory medium may include, but are not limited to, a magnetic disk or tape, optical storage media such as compact disk (CD) or digital versatile disk (DVD), solid state drives (SSD), flash memory, memory or memory devices.

[0249] A machine-readable medium or machine-readable storage medium may have stored thereon code and/or machine-executable instructions that may represent a procedure, a function, a subprogram, a program, a routine, a subroutine, a module, a software package, a class, or any combination of instructions, data structures, or program statements. A code segment may be coupled to another code segment or a hardware circuit by passing and/or receiving information, data, arguments, parameters, or memory contents. Information, arguments, parameters, data, etc. may be passed, forwarded, or transmitted via any suitable means including memory sharing, message passing, token passing, network transmission, or the like. Further examples of machine-readable storage media, machine-readable media, or computer-readable (storage) media include but are not limited to recordable type media such as volatile and non-volatile memory devices, floppy and other removable disks, hard disk drives, optical disks (e.g., CDs, DVDs, etc.), among others, and transmission type media such as digital and analog communication links.

[0250] As may be contemplated, while examples herein may illustrate or refer to a machine-readable medium or machine-readable storage medium as a single medium, the term “machine-readable medium” and “machine-readable storage medium” should be taken to include a single medium or multiple media (e.g., a centralized or distributed database, and/or associated caches and servers) that store the one or more sets of instructions. The term “machine-readable medium” and “machine-readable storage medium” shall also be taken to include any medium that is capable of storing, encoding, or carrying a set of instructions for execution by the system and that cause the system to perform any one or more of the methodologies or modules of disclosed herein.

[0251] Some portions of the detailed description herein may be presented in terms of algorithms and symbolic representations of operations on data bits within a computer memory. These algorithmic descriptions and representations are the means used by those skilled in the data processing arts to most effectively convey the substance of their work to others skilled in the art. An algorithm is here, and generally, conceived to be a self-consistent sequence of operations leading to a desired result. The operations are those requiring physical manipulations of physical quantities. Usually, though not necessarily, these quantities take the form of electrical or magnetic signals capable of being stored, transferred, combined, compared, and otherwise manipulated. It has proven convenient at times, principally for reasons of common usage, to refer to these signals as bits, values, elements, symbols, characters, terms, numbers, or the like.

[0252] It should be borne in mind, however, that all of these and similar terms are to be associated with the appropriate physical quantities and are merely convenient labels applied to these quantities. Unless specifically stated otherwise as apparent from the following discussion, it is appreciated that throughout the description, discussions utilizing terms such as “processing” or “computing” or “calculating” or “determining” or “displaying” or “generating” or the like, refer to the action and processes of a computer system, or similar electronic computing device, that



manipulates and transforms data represented as physical (electronic) quantities within registers and memories of the computer system into other data similarly represented as physical quantities within the computer system memories or registers or other such information storage, transmission or display devices.

[0253] It is also noted that individual implementations may be described as a process which is depicted as a flowchart, a flow diagram, a data flow diagram, a structure diagram, or a block diagram (e.g., the example process **700** for generating new tasks and for generating a ranking of those tasks that can be used to determine what tasks are to be presented to a member as illustrated in FIG. 7). Although a flowchart, a flow diagram, a data flow diagram, a structure diagram, or a block diagram may describe the operations as a sequential process, many of the operations can be performed in parallel or concurrently. In addition, the order of the operations may be re-arranged. A process illustrated in a figure is terminated when its operations are completed, but could have additional steps not included in the figure. A process may correspond to a method, a function, a procedure, a subroutine, a subprogram, etc. When a process corresponds to a function, its termination can correspond to a return of the function to the calling function or the main function.

[0254] In some embodiments, one or more implementations of an algorithm such as those described herein may be implemented using a machine learning or artificial intelligence algorithm. Such a machine learning or artificial intelligence algorithm may be trained using supervised, unsupervised, reinforcement, or other such training techniques. For example, a set of data may be analyzed using one of a variety of machine learning algorithms to identify correlations between different elements of the set of data without supervision and feedback (e.g., an unsupervised training technique). A machine learning data analysis algorithm may also be trained using sample or live data to identify potential correlations. Such algorithms may include k-means clustering algorithms, fuzzy c-means (FCM) algorithms, expectation-maximization (EM) algorithms, hierarchical clustering algorithms, density-based spatial clustering of applications with noise (DBSCAN) algorithms, and the like. Other examples of machine learning or artificial intelligence algorithms include, but are not limited to, genetic algorithms, backpropagation, reinforcement learning, decision trees, linear classification, artificial neural networks, anomaly detection, and such. More generally, machine learning or artificial intelligence methods may include regression analysis, dimensionality reduction, metalearning, reinforcement learning, deep learning, and other such algorithms and/or methods. As may be contemplated, the terms “machine learning” and “artificial intelligence” are frequently used interchangeably due to the degree of overlap between these fields and many of the disclosed techniques and algorithms have similar approaches.

[0255] As an example of a supervised training technique, a set of data can be selected for training of the machine learning model to facilitate identification of correlations between members of the set of data. The machine learning model may be evaluated to determine, based on the sample inputs supplied to the machine learning model, whether the machine learning model is producing accurate correlations between members of the set of data. Based on this evaluation, the machine learning model may be modified to increase the likelihood of the machine learning model identifying the desired correlations. The machine learning model may further be dynamically trained by soliciting feedback from users of a system as to the efficacy of correlations provided by the machine learning algorithm or artificial intelligence algorithm (i.e., the supervision). The machine learning algorithm or artificial intelligence may use this feedback to improve the algorithm for generating correlations (e.g., the feedback may be used to further train the machine learning algorithm or artificial intelligence to provide more accurate correlations).

[0256] The various examples of flowcharts, flow diagrams, data flow diagrams, structure diagrams, or block diagrams discussed herein may further be implemented by hardware, software, firmware, middleware, microcode, hardware description languages, or any combination thereof. When implemented in software, firmware, middleware or microcode, the program code or code segments to perform the necessary tasks (e.g., a computer-program product) may be stored in a computer-

readable or machine-readable storage medium (e.g., a medium for storing program code or code segments) such as those described herein. A processor(s), implemented in an integrated circuit, may perform the necessary tasks.

[0257] The various illustrative logical blocks, modules, circuits, and algorithm steps described in connection with the implementations disclosed herein may be implemented as electronic hardware, computer software, firmware, or combinations thereof. To clearly illustrate this interchangeability of hardware and software, various illustrative components, blocks, modules, circuits, and steps have been described above generally in terms of their functionality. Whether such functionality is implemented as hardware or software depends upon the particular application and design constraints imposed on the overall system. Skilled artisans may implement the described functionality in varying ways for each particular application, but such implementation decisions should not be interpreted as causing a departure from the scope of the present disclosure.

[0258] It should be noted, however, that the algorithms and displays presented herein are not inherently related to any particular computer or other apparatus. Various general purpose systems may be used with programs in accordance with the teachings herein, or it may prove convenient to construct more specialized apparatus to perform the methods of some examples. The required structure for a variety of these systems will appear from the description below. In addition, the techniques are not described with reference to any particular programming language, and various examples may thus be implemented using a variety of programming languages.

[0259] In various implementations, the system operates as a standalone device or may be connected (e.g., networked) to other systems. In a networked deployment, the system may operate in the capacity of a server or a client system in a client-server network environment, or as a peer system in a peer-to-peer (or distributed) network environment.

[0260] The system may be a server computer, a client computer, a personal computer (PC), a tablet PC (e.g., an iPad®, a Microsoft Surface®, a Chromebook®, etc.), a laptop computer, a set-top box (STB), a personal digital assistant (PDA), a mobile device (e.g., a cellular telephone, an iPhone®, and Android® device, a Blackberry®, etc.), a wearable device, an embedded computer system, an electronic book reader, a processor, a telephone, a web appliance, a network router, switch or bridge, or any system capable of executing a set of instructions (sequential or otherwise) that specify actions to be taken by that system. The system may also be a virtual system such as a virtual version of one of the aforementioned devices that may be hosted on another computer device such as the computer device **802**.

[0261] In general, the routines executed to implement the implementations of the disclosure, may be implemented as part of an operating system or a specific application, component, program, object, module or sequence of instructions referred to as “computer programs.” The computer programs typically comprise one or more instructions set at various times in various memory and storage devices in a computer, and that, when read and executed by one or more processing units or processors in a computer, cause the computer to perform operations to execute elements involving the various aspects of the disclosure.

[0262] Moreover, while examples have been described in the context of fully functioning computers and computer systems, those skilled in the art will appreciate that the various examples are capable of being distributed as a program object in a variety of forms, and that the disclosure applies equally regardless of the particular type of machine or computer-readable media used to actually effect the distribution.

[0263] In some circumstances, operation of a memory device, such as a change in state from a binary one to a binary zero or vice-versa, for example, may comprise a transformation, such as a physical transformation. With particular types of memory devices, such a physical transformation may comprise a physical transformation of an article to a different state or thing. For example, but without limitation, for some types of memory devices, a change in state may involve an accumulation and storage of charge or a release of stored charge. Likewise, in other memory

devices, a change of state may comprise a physical change or transformation in magnetic orientation or a physical change or transformation in molecular structure, such as from crystalline to amorphous or vice versa. The foregoing is not intended to be an exhaustive list of all examples in which a change in state for a binary one to a binary zero or vice-versa in a memory device may comprise a transformation, such as a physical transformation. Rather, the foregoing is intended as illustrative examples.

[0264] A storage medium typically may be non-transitory or comprise a non-transitory device. In this context, a non-transitory storage medium may include a device that is tangible, meaning that the device has a concrete physical form, although the device may change its physical state. Thus, for example, non-transitory refers to a device remaining tangible despite this change in state.

[0265] The above description and drawings are illustrative and are not to be construed as limiting or restricting the subject matter to the precise forms disclosed. Persons skilled in the relevant art can appreciate that many modifications and variations are possible in light of the above disclosure and may be made thereto without departing from the broader scope of the embodiments as set forth herein. Numerous specific details are described to provide a thorough understanding of the disclosure. However, in certain instances, well-known or conventional details are not described in order to avoid obscuring the description.

[0266] As used herein, the terms “connected,” “coupled,” or any variant thereof when applying to modules of a system, means any connection or coupling, either direct or indirect, between two or more elements; the coupling of connection between the elements can be physical, logical, or any combination thereof. Additionally, the words “herein,” “above,” “below,” and words of similar import, when used in this application, shall refer to this application as a whole and not to any particular portions of this application. Where the context permits, words in the above Detailed Description using the singular or plural number may also include the plural or singular number respectively. The word “or,” in reference to a list of two or more items, covers all of the following interpretations of the word: any of the items in the list, all of the items in the list, or any combination of the items in the list.

[0267] As used herein, the terms “a” and “an” and “the” and other such singular referents are to be construed to include both the singular and the plural, unless otherwise indicated herein or clearly contradicted by context.

[0268] As used herein, the terms “comprising,” “having,” “including,” and “containing” are to be construed as open-ended (e.g., “including” is to be construed as “including, but not limited to”), unless otherwise indicated or clearly contradicted by context.

[0269] As used herein, the recitation of ranges of values is intended to serve as a shorthand method of referring individually to each separate value falling within the range, unless otherwise indicated or clearly contradicted by context. Accordingly, each separate value of the range is incorporated into the specification as if it were individually recited herein.

[0270] As used herein, use of the terms “set” (e.g., “a set of items”) and “subset” (e.g., “a subset of the set of items”) is to be construed as a nonempty collection including one or more members unless otherwise indicated or clearly contradicted by context. Furthermore, unless otherwise indicated or clearly contradicted by context, the term “subset” of a corresponding set does not necessarily denote a proper subset of the corresponding set but that the subset and the set may include the same elements (i.e., the set and the subset may be the same).

[0271] As used herein, use of conjunctive language such as “at least one of A, B, and C” is to be construed as indicating one or more of A, B, and C (e.g., any one of the following nonempty subsets of the set {A, B, C}, namely: {A}, {B}, {C}, {A, B}, {A, C}, {B, C}, or {A, B, C}) unless otherwise indicated or clearly contradicted by context. Accordingly, conjunctive language such as “as least one of A, B, and C” does not imply a requirement for at least one of A, at least one of B, and at least one of C.

[0272] As used herein, the use of examples or exemplary language (e.g., “such as” or “as an

example”) is intended to more clearly illustrate embodiments and does not impose a limitation on the scope unless otherwise claimed. Such language in the specification should not be construed as indicating any non-claimed element is required for the practice of the embodiments described and claimed in the present disclosure.

[0273] As used herein, where components are described as being “configured to” perform certain operations, such configuration can be accomplished, for example, by designing electronic circuits or other hardware to perform the operation, by programming programmable electronic circuits (e.g., microprocessors, or other suitable electronic circuits) to perform the operation, or any combination thereof.

[0274] Those of skill in the art will appreciate that the disclosed subject matter may be embodied in other forms and manners not shown below. It is understood that the use of relational terms, if any, such as first, second, top and bottom, and the like are used solely for distinguishing one entity or action from another, without necessarily requiring or implying any such actual relationship or order between such entities or actions.

[0275] While processes or blocks are presented in a given order, alternative implementations may perform routines having steps, or employ systems having blocks, in a different order, and some processes or blocks may be deleted, moved, added, subdivided, substituted, combined, and/or modified to provide alternative or sub combinations. Each of these processes or blocks may be implemented in a variety of different ways. Also, while processes or blocks are at times shown as being performed in series, these processes or blocks may instead be performed in parallel or may be performed at different times. Further any specific numbers noted herein are only examples: alternative implementations may employ differing values or ranges.

[0276] The teachings of the disclosure provided herein can be applied to other systems, not necessarily the system described above. The elements and acts of the various examples described above can be combined to provide further examples.

[0277] Any patents and applications and other references noted above, including any that may be listed in accompanying filing papers, are incorporated herein by reference. Aspects of the disclosure can be modified, if necessary, to employ the systems, functions, and concepts of the various references described above to provide yet further examples of the disclosure.

[0278] These and other changes can be made to the disclosure in light of the above Detailed Description. While the above description describes certain examples, and describes the best mode contemplated, no matter how detailed the above appears in text, the teachings can be practiced in many ways. Details of the system may vary considerably in its implementation details, while still being encompassed by the subject matter disclosed herein. As noted above, particular terminology used when describing certain features or aspects of the disclosure should not be taken to imply that the terminology is being redefined herein to be restricted to any specific characteristics, features, or aspects of the disclosure with which that terminology is associated. In general, the terms used in the following claims should not be construed to limit the disclosure to the specific implementations disclosed in the specification, unless the above Detailed Description section explicitly defines such terms. Accordingly, the actual scope of the disclosure encompasses not only the disclosed implementations, but also all equivalent ways of practicing or implementing the disclosure under the claims.

[0279] While certain aspects of the disclosure are presented below in certain claim forms, the inventors contemplate the various aspects of the disclosure in any number of claim forms. Any claims intended to be treated under 35 U.S.C. § 112(f) will begin with the words “means for”. Accordingly, the applicant reserves the right to add additional claims after filing the application to pursue such additional claim forms for other aspects of the disclosure.

[0280] The terms used in this specification generally have their ordinary meanings in the art, within the context of the disclosure, and in the specific context where each term is used. Certain terms that are used to describe the disclosure are discussed above, or elsewhere in the specification, to provide

additional guidance to the practitioner regarding the description of the disclosure. For convenience, certain terms may be highlighted, for example using capitalization, italics, and/or quotation marks. The use of highlighting has no influence on the scope and meaning of a term; the scope and meaning of a term is the same, in the same context, whether or not it is highlighted. It will be appreciated that same element can be described in more than one way.

[0281] Consequently, alternative language and synonyms may be used for any one or more of the terms discussed herein, nor is any special significance to be placed upon whether or not a term is elaborated or discussed herein. Synonyms for certain terms are provided. A recital of one or more synonyms does not exclude the use of other synonyms. The use of examples anywhere in this specification including examples of any terms discussed herein is illustrative only, and is not intended to further limit the scope and meaning of the disclosure or of any exemplified term. Likewise, the disclosure is not limited to various examples given in this specification.

[0282] Without intent to further limit the scope of the disclosure, examples of instruments, apparatus, methods and their related results according to the examples of the present disclosure are given below. Note that titles or subtitles may be used in the examples for convenience of a reader, which in no way should limit the scope of the disclosure. Unless otherwise defined, all technical and scientific terms used herein have the same meaning as commonly understood by one of ordinary skill in the art to which this disclosure pertains. In the case of conflict, the present document, including definitions will control.

[0283] Some portions of this description describe examples in terms of algorithms and symbolic representations of operations on information. These algorithmic descriptions and representations are commonly used by those skilled in the data processing arts to convey the substance of their work effectively to others skilled in the art. These operations, while described functionally, computationally, or logically, are understood to be implemented by computer programs or equivalent electrical circuits, microcode, or the like. Furthermore, it has also proven convenient at times, to refer to these arrangements of operations as modules, without loss of generality. The described operations and their associated modules may be embodied in software, firmware, hardware, or any combinations thereof.

[0284] Any of the steps, operations, or processes described herein may be performed or implemented with one or more hardware or software modules, alone or in combination with other devices. In some examples, a software module is implemented with a computer program object comprising a computer-readable medium containing computer program code, which can be executed by a computer processor for performing any or all of the steps, operations, or processes described.

[0285] Examples may also relate to an apparatus for performing the operations herein. This apparatus may be specially constructed for the required purposes, and/or it may comprise a general-purpose computing device selectively activated or reconfigured by a computer program stored in the computer. Such a computer program may be stored in a non-transitory, tangible computer readable storage medium, or any type of media suitable for storing electronic instructions, which may be coupled to a computer system bus. Furthermore, any computing systems referred to in the specification may include a single processor or may be architectures employing multiple processor designs for increased computing capability.

[0286] Examples may also relate to an object that is produced by a computing process described herein. Such an object may comprise information resulting from a computing process, where the information is stored on a non-transitory, tangible computer readable storage medium and may include any implementation of a computer program object or other data combination described herein.

[0287] The language used in the specification has been principally selected for readability and instructional purposes, and it may not have been selected to delineate or circumscribe the subject matter. It is therefore intended that the scope of this disclosure be limited not by this detailed

description, but rather by any claims that issue on an application based hereon. Accordingly, the disclosure of the examples is intended to be illustrative, but not limiting, of the scope of the subject matter, which is set forth in the following claims.

[0288] Specific details were given in the preceding description to provide a thorough understanding of various implementations of systems and components for a contextual connection system. It will be understood by one of ordinary skill in the art, however, that the implementations described above may be practiced without these specific details. For example, circuits, systems, networks, processes, and other components may be shown as components in block diagram form in order not to obscure the embodiments in unnecessary detail. In other instances, well-known circuits, processes, algorithms, structures, and techniques may be shown without unnecessary detail in order to avoid obscuring the embodiments.

[0289] The foregoing detailed description of the technology has been presented for purposes of illustration and description. It is not intended to be exhaustive or to limit the technology to the precise form disclosed. Many modifications and variations are possible in light of the above teaching. The described embodiments were chosen in order to best explain the principles of the technology, its practical application, and to enable others skilled in the art to utilize the technology in various embodiments and with various modifications as are suited to the particular use contemplated. It is intended that the scope of the technology be defined by the claim.

## Claims

1. A method comprising: receiving, from one or more sensors, sensor data characterizing a state of an environment; detecting an environment condition by comparing the sensor data to one or more thresholds, wherein the environment condition is indicative of a hardware fault; retrieving features from a service associated with a user, wherein the environment is configured to be managed by the user; executing a machine-learning model using the sensor data and the features, wherein the machine-learning model generates one or more implementations of a task configured to address the environment condition; receiving authorization to execute an implementation of the task; receiving feedback associated with executing the implementation of the task; and generating a training dataset associated with the machine-learning model by appending the feedback to training data used to train the machine-learning model, wherein generating the training dataset causes a modification in a subsequent iteration of the machine-learning model, and wherein the modification improves generation of a subsequent task implementation.
2. The method of claim 1, wherein the sensor data is received using a data model that enables communication between two or more devices.
3. The method of claim 1, wherein the one or more sensors are connected to one or more Internet-of-Things devices.
4. The method of claim 1, wherein the one or more sensors are connected to a home automation device.
5. The method of claim 1, wherein each implementation of the one or more implementations of the task includes different parameters one or more remote services, and wherein the one or more remote services are configured to address an aspect of the hardware fault.
6. The method of claim 1, wherein the machine-learning model uses the features to predict an availability of the user.
7. The method of claim 1, wherein the machine-learning model predicts a likelihood that the user will select a task addressing the environment condition, and wherein the one or more implementations of the task are generated in response to a prediction that the user will select the task being greater than a threshold.
8. A system comprising: one or more processors; and a non-transitory computer-readable medium storing instructions that when executed by the one or more processors, cause the one or more

processors to perform operations including: receiving, from one or more sensors, sensor data characterizing a state of an environment; detecting an environment condition by comparing the sensor data to one or more thresholds, wherein the environment condition is indicative of a hardware fault; retrieving features from a service associated with a user, wherein the environment is configured to be managed by the user; executing a machine-learning model using the sensor data and the features, wherein the machine-learning model generates one or more implementations of a task configured to address the environment condition; receiving authorization to execute an implementation of the task; receiving feedback associated with executing the implementation of the task; and generating a training dataset associated with the machine-learning model by appending the feedback to training data used to train the machine-learning model, wherein generating the training dataset causes a modification in a subsequent iteration of the machine-learning model, and wherein the modification improves generation of a subsequent task implementation.

**9.** The system of claim 8, wherein the sensor data is received using a data model that enables communication between two or more devices.

**10.** The system of claim 8, wherein the one or more sensors are connected to one or more Internet-of-Things devices.

**11.** The system of claim 8, wherein the one or more sensors are connected to a home automation device.

**12.** The system of claim 8, wherein each implementation of the one or more implementations of the task includes different parameters one or more remote services, and wherein the one or more remote services are configured to address an aspect of the hardware fault.

**13.** The system of claim 8, wherein the machine-learning model uses the features to predict an availability of the user.

**14.** The system of claim 8, wherein the machine-learning model predicts a likelihood that the user will select a task addressing the environment condition, and wherein the one or more implementations of the task are generated in response to a prediction that the user will select the task being greater than a threshold.

**15.** A non-transitory computer-readable medium storing instructions that when executed by one or more processors, cause the one or more processors to perform operations including: receiving, from one or more sensors, sensor data characterizing a state of an environment; detecting an environment condition by comparing the sensor data to one or more thresholds, wherein the environment condition is indicative of a hardware fault; retrieving features from a service associated with a user, wherein the environment is configured to be managed by the user; executing a machine-learning model using the sensor data and the features, wherein the machine-learning model generates one or more implementations of a task configured to address the environment condition; receiving authorization to execute an implementation of the task; receiving feedback associated with executing the implementation of the task; and generating a training dataset associated with the machine-learning model by appending the feedback to training data used to train the machine-learning model, wherein generating the training dataset causes a modification in a subsequent iteration of the machine-learning model, and wherein the modification improves generation of a subsequent task implementation.

**16.** The non-transitory computer-readable medium of claim 15, wherein the sensor data is received using a data model that enables communication between two or more devices.

**17.** The non-transitory computer-readable medium of claim 15, wherein the one or more sensors are connected to one or more Internet-of-Things devices.

**18.** The non-transitory computer-readable medium of claim 15, wherein the one or more sensors are connected to a home automation device.

**19.** The non-transitory computer-readable medium of claim 15, wherein each implementation of the one or more implementations of the task includes different parameters one or more remote services, and wherein the one or more remote services are configured to address an aspect of the hardware

fault.

**20.** The non-transitory computer-readable medium of claim 15, wherein the machine-learning model uses the features to predict an availability of the user.

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