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(54) **DYNAMIC COMMUNICATION ROUTING BASED ON CONSISTENCY WEIGHTING AND ROUTING RULES**

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(57) **ABSTRACT**

Systems and methods for dynamic communication routing based on consistency weighting and routing rules are disclosed. A computing device can receive a communication including content data. The communication can be stored in a queue position of a primary queue. For example, the primary queue can include a plurality of queue positions for storing communications. The communication can be retrieved from the queue position of the primary queue and analyzed. In some instances, analyzing can include parsing the content data for a keyword. A keyword can correspond to a secondary queue. When the keyword is identified in the communication, the communication can be stored in the secondary queue that corresponds to the keyword. A terminal device associated with the secondary queue can be identified. A retrieval request to access the communication from the secondary queue can be received, and the communication can be routed to the terminal device.

23 Claims, 21 Drawing Sheets