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(54) **COMPUTER-IMPLEMENTED SYSTEM AND METHOD FOR FACILITATING INTERACTIONS VIA AUTOMATIC AGENT RESPONSES**

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See application file for complete search history.

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(57) **ABSTRACT**

A computer-implemented system and method for facilitating interactions via automatic agent responses is provided. Communication during an interaction between a user and an agent is monitored and a request from the user is identified during the interaction. A list of candidate responses to the request is compiled and provided to the agent. Time is measured upon providing the list to the agent and a predetermined amount of time is applied to the measured time. When the measured time exceeds the predetermined amount of time and the agent has failed to provide a response to the user, one of the candidate responses from the list is automatically selected and provided to the user.

**20 Claims, 2 Drawing Sheets**

