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(54) **INTEGRATED ORCHESTRATION OF INTELLIGENT SYSTEMS**

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(57) **ABSTRACT**

Systems and methods for integrated orchestration of intelligent systems. An intelligent systems orchestration system harvests and combines aspects of disparate intelligent systems for use in intelligent virtual assistant applications and automation applications. In one aspect, the system provides an intelligent orchestration between cognitive plugins, such as natural language processing, sentiment analysis, speech recognition, text-to-speech, and computer vision. The intelligent systems orchestration system supports the building and deployment of cognitive applications (e.g., training, agent assist, customer assist, next best action and compliance) for enhancing a brand customer experience, and agent proficiency. The system also provides multi-IVA orchestration and supports session, context, and state management. Furthermore, the intelligent systems orchestration system includes a Conversation Control Language for the normalization of conversations across multiple channels and bots.

