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(54) **SYSTEM AND METHOD FOR CONDUCTING MULTI-SESSION USER INTERACTIONS**

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ABSTRACT

A system for conducting multi-session user interactions accesses a first interaction session between the user and a first entity, where the first interaction session is via a first communication channel. The system determines first context information associated with the first interaction session, where the first context information associated with the first interaction session comprises a summary associated with the first interaction session. The system generates a token identifier (ID) uniquely identifying the user and the first context information. The system associates the token ID to the user interaction information. The system accesses a second interaction session between the user and a second entity, wherein the second interaction session is via a second communication channel. The system authenticates the user based at least in part upon the token ID. The system communicates the first context information associated with the first interaction session to the second entity.

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