

**COMPUTERIZED SYSTEM AND METHOD FOR AUTOMATICALLY
ESTABLISHING A NETWORK CONNECTION FOR A REAL-TIME VIDEO
CONFERENCE BETWEEN USERS**

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CONFERENCE BETWEEN USERS**

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FIELD

[002] The present disclosure relates generally to improving the performance of content generating, searching, providing and/or hosting computer systems and/or platforms by modifying the capabilities and providing non-native functionality to such systems and/or platforms for automatically establishing a network connection for video conferencing between a user and an expert user having an expertise associated with the determined specific and currently occurring real-world situation of the user.

SUMMARY

[003] The present disclosure provides novel systems and methods for automatically, in real-time, establishing a network connection for video conferencing between a user and an expert user having an expertise associated with the determined specific and currently occurring real-world situation of the user. The disclosed systems and methods provide a user with the ability to interact with another user (e.g., expert user) in accordance with his/her current circumstances, such that the expert user the user is afforded the opportunity to interact with is identified based on the current circumstances of the user.

[004] According to some embodiments, as discussed herein, the disclosed systems and methods provide a computerized, fully automated network environment that enables video conferencing between two geographically remote users. The two users are a first user that triggers a request for a second user, and the second user is an identified expert user that is identified and selected based on, *inter alia*, the circumstances of the first user, the credentials of the second user (and how that correlate to the first user's circumstances), the identity of the first

user and/or second user, the activity of the first user, and the like, and/or some combination thereof.

[005] Once second user (or expert user, used interchangeably herein) is identified, a video consultant session (or video conferencing session) is initiated between the two users. The session can be stored as it is occurring (e.g., in real-time as a media streaming event). In some embodiments, the storage of the session can occur locally on either or both users' device; and/or, in some embodiments, the video session can be stored on a server.

[006] While the discussion herein will be directed to establishing a video conferencing session between two users, it should not be construed as limiting, as any interaction, whether iterative or in real-time can be established without departing from the scope of the instant disclosure. Indeed, communications occurring between a user and another user (e.g., second or expert user) can involve any type of internet provided and/or user generated content (UGC), including, but not limited to, images, video, text, audio, multimedia, RSS feeds, graphics interchange format (GIF) files, short-term videos (e.g., Vine® videos), and the like.

[007] By way of a non-limiting example, user A is in situation X and he needs a consultant to assist him in situation X. User A initiates a request for a consultant. The disclosed systems and methods, as a result of the consultant request, can analyze the user's request to identify the situation's characteristics, analyze data associated with the user (e.g., the time, date, location of the user), and the like, or some combination thereof, in order to determine details (attributes, characteristics and/or descriptors) of the situation (e.g., situation X). This analyzed and identified information is then utilized to identify an expert user that has sufficient capabilities (e.g., a quantifiable amount of experience or credentials satisfying an expert level threshold) corresponding to the situation X. Once the expert user is identified, the expert user and the user A are automatically put in contact with one-another via a created/established network connection that includes a video conferencing session. From here, user A and the expert user can interact, and such interaction is stored for later retrieval and/or evidence.

[008] In accordance with one or more embodiments, a method is disclosed for, *inter alia*, automatically establishing a network connection for video conferencing between a user and an expert user having an expertise associated with the determined specific and currently occurring real-world situation of the user.

[009] In accordance with one or more embodiments, a non-transitory computer-readable storage medium is provided, the non-transitory computer-readable storage medium tangibly storing thereon, or having tangibly encoded thereon, computer readable instructions that when executed cause at least one processor to perform a method for automatically establishing a network connection for video conferencing between a user and an expert user having an expertise associated with the determined specific and currently occurring real-world situation of the user.

[0010] In accordance with one or more embodiments, a system is provided that comprises one or more computing devices configured to provide functionality in accordance with such embodiments. In accordance with one or more embodiments, functionality is embodied in steps of a method performed by at least one computing device. In accordance with one or more embodiments, program code (or program logic) executed by a processor(s) of a computing device to implement functionality in accordance with one or more such embodiments is embodied in, by and/or on a non-transitory computer-readable medium.

BRIEF DESCRIPTION OF THE DRAWINGS

[0011] The foregoing and other objects, features, and advantages of the disclosure will be apparent from the following description of embodiments as illustrated in the accompanying drawings, in which reference characters refer to the same parts throughout the various views. The drawings are not necessarily to scale, emphasis instead being placed upon illustrating principles of the disclosure:

[0012] FIG. 1 is a schematic diagram illustrating an example of a network within which the systems and methods disclosed herein could be implemented according to some embodiments of the present disclosure;

[0013] FIG. 2 depicts is a schematic diagram illustrating an example of client device in accordance with some embodiments of the present disclosure;

[0014] FIG. 3 is a schematic block diagram illustrating components of an exemplary system in accordance with embodiments of the present disclosure;

[0015] FIG. 4 is a flowchart illustrating steps performed in accordance with some embodiments of the present disclosure; and

[0016] FIG. 5 is a block diagram illustrating the architecture of an exemplary hardware device in accordance with one or more embodiments of the present disclosure.

DESCRIPTION OF EMBODIMENTS

[0017] The present disclosure will now be described more fully hereinafter with reference to the accompanying drawings, which form a part hereof, and which show, by way of illustration, certain example embodiments. Subject matter may, however, be embodied in a variety of different forms and, therefore, covered or claimed subject matter is intended to be construed as not being limited to any example embodiments set forth herein; example embodiments are provided merely to be illustrative. Likewise, a reasonably broad scope for claimed or covered subject matter is intended. Among other things, for example, subject matter may be embodied as methods, devices, components, or systems. Accordingly, embodiments may, for example, take the form of hardware, software, firmware or any combination thereof (other than software per se). The following detailed description is, therefore, not intended to be taken in a limiting sense.

[0018] Throughout the specification and claims, terms may have nuanced meanings suggested or implied in context beyond an explicitly stated meaning. Likewise, the phrase “in one embodiment” as used herein does not necessarily refer to the same embodiment and the phrase “in another embodiment” as used herein does not necessarily refer to a different embodiment. It is intended, for example, that claimed subject matter include combinations of example embodiments in whole or in part.

[0019] In general, terminology may be understood at least in part from usage in context. For example, terms, such as “and”, “or”, or “and/or,” as used herein may include a variety of meanings that may depend at least in part upon the context in which such terms are used. Typically, “or” if used to associate a list, such as A, B or C, is intended to mean A, B, and C, here used in the inclusive sense, as well as A, B or C, here used in the exclusive sense. In addition, the term “one or more” as used herein, depending at least in part upon context, may be used to describe any feature, structure, or characteristic in a singular sense or may be used to describe combinations of features, structures or characteristics in a plural sense. Similarly, terms, such as “a,” “an,” or “the,” again, may be understood to convey a singular usage or to convey a plural usage, depending at least in part upon context. In addition, the term “based on” may be

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