METHOD AND SYSTEM FOR FACILITATING COMMUNICATION

Mediation system and devices and methods as disclosed herein are capable of performing a method for facilitating communication. One described embodiment of communicating includes method for facilitating mediated communication is described, the method includes receiving a communication request, determining a context associated with the communication request in response to receiving the communication request, and preparing contextual decision information in response to determining the context. Another embodiment of communicating includes facilitating data-based communication between a mediation subscriber communication device and a mediation system for performing a decision operation with a mediation subscriber, and facilitating voice-based communication for performing a mediated follow-through operation associated with a mediated party. Additional embodiments of facilitating communications between users are described.

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METHOD AND SYSTEM FOR FACILITATING COMMUNICATION

FIELD OF THE DISCLOSURE

The disclosures herein relate generally to communication systems and more particularly to methods, systems and apparatus for facilitating virtual mediation in a voice and/or data environment and interactive communication.

BACKGROUND

Mobile communication devices, such as cellular telephones, two-way pagers, and wireless enabled personal digital assistants, have become mainstream. Through the use of one of these mobile communication devices, a person is accessible for participating in interactive communication as they engage in their daily activities. As a result, people are now more accessible than ever.

However, as a result of being more accessible, people are also now more unavailable for participating personally in interactive communication. In many instances, even though a person is accessible for communication, it is often inconvenient or inappropriate for the person to personally engage in interactive communication. For example, while in a meeting, a person may be accessible via their mobile communication device. However, during the meeting and for any number of reasons, it may be inappropriate or inconvenient for the person to attend personally and interactively to an inbound communication. This may be the case even though it is a telephone call or text message that the person needs to or would like to respond personally and immediately.

Call waiting, call return, voice mail, electronic assistants and unified messaging systems illustrate examples of conventional communication solutions. Such conventional communication solutions are limited in their ability to facilitate an interactive communication activity in a personalized, time-sensitive and dynamic manner when one or more participants associated with the interactive communication activity are precluded from attending personally to the interactive communication activity. Specifically, conventional solutions help with call
filtering (e.g., via caller id or electronic communication assistants). These conventional solutions do not address the process of actually communicating with another party beyond facilitating manual intervention on the subscriber’s part or call redirection (e.g., call forwarding or divert, follow-me). That is, they may result in a communication being redirected to another device, but do not interactively and dynamically assist with the actual communication dialog.

Therefore, a method for enabling communication to be facilitated in a manner that overcomes the limitations of such conventional communication solutions is useful.

**BRIEF DESCRIPTION OF THE DRAWINGS**

FIG. 1 is a block diagram depicting an embodiment of a communication system including a mediation system capable of mediating in an environment including voice-based and data-based communication.

FIG. 2 is a block diagram depicting an embodiment of an apparatus capable of facilitating mediated follow-through operations via voice-based and data-based communication.

FIG. 3 is a diagrammatic view depicting an embodiment of a menu for specifying an availability status.

FIG. 4 is a diagrammatic view depicting an embodiment of a mediation subscriber policy.

FIG. 5 is a flow chart view depicting an embodiment of a method for facilitating a mediation session initiated by an inbound communication request.

FIG. 6 is a diagrammatic view depicting an embodiment of a sequence of events associated with deferring an inbound call from a mobile telephone to a mediation system.

FIG. 7 is a block diagram view depicting an embodiment of a mediation subscriber profile including a plurality of information data sets.

FIG. 8 is a diagrammatic view depicting an embodiment of steps for performing an operation of updating the subscriber profile.
FIG. 9 is a diagrammatic view depicting an embodiment of steps for determining context and behavior to facilitate the preparation of follow-through actions.

FIG. 10 is a flow chart view depicting an embodiment of a method for facilitating a mediated follow-through operation.

FIG. 11 is a flow chart view depicting an embodiment of a method for facilitating an interactive communication session.

FIG. 12 is a flow chart view depicting another embodiment of a method for facilitating an interactive communication session.

FIGS. 13 to 14 are diagrammatic views depicting an embodiment of a sequence of events associated with requesting and implementing an interactive communication session.

FIGS. 15 to 17 are diagrammatic views depicting an embodiment of a sequence of events associated with facilitating an interactive communication session.

FIG. 18 is a flow chart view depicting an embodiment of a method for facilitating a mediation session initiated by an outbound communication request.

FIG. 19 is a diagrammatic view depicting an embodiment of a sequence of events associated with requesting mediation of an outbound communication using a mobile telephone.

FIG. 20 is a flow chart view depicting an embodiment of a method for performing a mediated follow-through operation to alter a pending mediated commitment in response to one or more context components being altered.

FIG. 21 is a diagrammatic view depicting an embodiment of a sequence of events for altering an availability status using a mobile telephone.

FIG. 22 is a flow chart view depicting an embodiment of a method for facilitation a mediation session for making a mediated service commitment.

FIG. 23 is a flow chart view depicting an embodiment of a method of facilitating a mediated follow-through operation with a service management system.
FIG. 24 is a diagrammatic view depicting an embodiment of a sequence of events for requesting a mediated service commitment using a mobile telephone.

FIGs. 25A-25E are flow chart views depicting various aspects of a method for facilitating a mediation session initiated by an inbound communication request in accordance with an embodiment of the disclosure made herein.

FIG. 26 is a flow chart view depicting a method for enabling response to a request for voice-based communication via text messaging in accordance with an embodiment of the disclosures made herein.

FIG. 27 is a flow chart view depicting a process for facilitating a text messaging response to a request for voice-based communication in accordance with an embodiment of the disclosures made herein.

FIG. 28 is a flow chart view depicting an embodiment of a method of facilitating a call back option that can be handled in a different manner.

DETAILED DESCRIPTION

Referring to FIGS. 1 and 2, a mediation system 10 facilitates mediation between a mediation subscriber 12 and a mediated party 14. The mediation subscriber 12 communicates with the mediation system 10 through a mediation subscriber communication device 16. The mediated party 14 communicates with the mediation system 10 through a first mediated party communication device 18.

As depicted in FIG. 1, communication associated with the mediation subscriber communication device 16 is facilitated in a data-based manner and communication associated with the first mediated party communication device 18 is at least partially facilitated in a voice-based format. Accordingly, the mediation subscriber communication device 16 and the first mediated party communication device 18 are devices capable of receiving and transmitting information in a data packet format and a voice-based format, respectively. It is contemplated herein that the mediated party may be a different mediation subscriber.
One aspect of the disclosure herein is that data-based communication is advantageous relative to the mediation subscriber 12 engaging in mediation activities. Specifically, data-based communication permits the mediation subscriber 12 to manage mediation activities in a time-sensitive, concise and interactive manner. Data-based communication permits the mediation party 12 to engage in mediation activities in situations where voice-based communication would be inconvenient, inappropriate or both. For example, voice-based communication proves to be a less than desirable and effective in situations such as meetings or public spaces where audibly responding to communication activities is often inconvenient and inappropriate. Through the use of data-based communication, the mediation party 12 may engage in mediation activities in a non-disruptive manner by responding in a data-based format to information presented in a data-based format.

The use of data-based communication provides a quick, less disruptive interrupt for the mediation subscriber. Responding to communications in a data-based manner rather than a voice-based manner only requires glancing down and the pushing of buttons. This type of an interruption can typically be tolerated without significantly disrupting the surrounding activities. There is no such voice-based communication equivalent for inaudibly and time-effectively responding to a communication in a voice-based manner. For example, it is time consuming to answer a call, engage the other party, explain that you are unavailable, and (for example) find out from the mediated party if you can call back when your meeting is over. In a voice-based format, this type of communication can be significant. Furthermore, call screening or other filtering systems offer little relief in this regard because they do not promote a communication with the mediated party.

One method for accomplishing data-based communication includes communicating information via data packets. General Packet Radio Service (also referred to as GPRS) is a packet-based service that allows information to be sent and received, as data packets, across networks, such as digital cellular networks that support GPRS. For example, a Global System for Mobile Communications (also referred to as GSM) network is one example of a digital mobile telephone network that can be configured to support GPRS. GPRS facilitates transmission of data packets between mobile communications networks and the Internet. As a result, GPRS is considered to be a sub-network of the Internet with GPRS capable mobile
phones being viewed as an access device. Accordingly, access to the Internet is available to mobile users via GPRS.

Data packet network services, such as GPRS, bring together high-speed radio access and Internet Protocol (IP) based services into one, powerful environment. IP is a packet-based protocol associated with the Internet that allows active communication devices to be "on line" at all times and only pay for data that is actually sent or received. In this manner, a connection between an active communication device and the network is always present. As a result, data is sent and received more efficiently than commercially implemented switched-based protocol because a network connection does not first need to be established.

GPRS is designed for digital cellular networks (GSM, DCS, PCS, TDMA). For example, with respect to GSM networks, GPRS can be viewed as an overlay network onto second-generation GSM networks. It utilizes a packet radio principle and can be used for carrying subscriber packet data protocol information between GPRS enabled devices on GPRS compatible networks and other types of packet data networks such as the Internet. GPRS is standardized by the ETSI (European Telecommunications Standards Institute), and allows voice and data communication to share a common connection. That is, unlike current circuit-switched technology, data packets can arrive/be sent even while voice communication is active and vice versa. Accordingly a voice-based communication can be in progress while receiving and sending data and vise-versa.

In one embodiment of the disclosures made herein (not shown), a subscriber communication device, such as a wireless mobile phone, is capable of at least partially implementing, managing and/or facilitating the mediation functionality disclosed herein. In such an embodiment, the subscriber communication device comprises functionality of a mediation system in accordance with embodiments of the disclosures herein. For example, a data processor program capable of facilitating the mediation functionality disclosed herein is accessible by the wireless mobile phone via handset firmware of the wireless mobile phone. A Subscriber Identification Module (SIM), a Wireless Application Protocol (WAP) deck, microcontroller, and the like are examples of hand set firmware from which at least a portion of a data processor program capable of facilitating the mediation functionality disclosed herein is
accessible by the smart phone may be accessible. It is contemplated herein that an entire portion of the data processor program or appropriate portions thereof may be downloaded to appropriate handset firmware. It is further contemplated herein that such entire portion of the data processor program or appropriate portions thereof may be downloaded to the appropriate handset firmware in situ within the wireless mobile phone or separate from the wireless mobile telephone (e.g. downloading to a SIM).

Networks supporting GPSR provide an 'always-on' connection with a client device such as a mobile phone, which may be a smart phone. Information can be retrieved rapidly because the client device is 'always-on' in the network. Accordingly, the visual display of a GPRS enable device is sometimes referred to as an 'always-on' display.

GPRS network resources are used only when a subscriber is actually sending or receiving data. Rather than dedicating a radio channel to a GPRS subscriber for a fixed period of time, available GPRS resources can be concurrently shared between several subscribers. As GPRS is a radio resource, this efficient use of scarce radio, i.e. frequency, resources means that large numbers of GPRS subscribers can potentially share the same bandwidth and be served from a single cell. The actual number of subscribers supported depends on the application being used and how much data is being transferred.

GPRS enables mobile Internet functionality by allowing compatibility between existing Internet and GPRS compatible networks. Any service that is used over the fixed Internet today, such as File Transfer Protocol (FTP), chat, email, HTTP, and fax, are also available over GPRS compatible networks. Furthermore, because GPRS enables mobile device users to access the Internet effectively and efficiently, web browsing is a very important application for GPRS.

An embodiment of an apparatus 20 for enabling mediation activities to be facilitated by the mediation subscriber communication device 16 and the first mediated party communication device 18 is depicted in FIG. 2. The apparatus 20 is further capable of enabling communication between the mediation subscriber communication device 16 and a third mediated party communication device 21 in a manner as disclosed herein. As depicted, the mediation subscriber communication device 16, the first mediated party communication device 18, the second mediated party communication device 21, the mediated party computer system 34 and
service management system 23 are capable of communicating therebetween via the apparatus 20. In practice, the apparatus 20 facilitates mediated communication for a plurality of mediation subscriber communication devices, mediated party communication devices and service management systems.

The apparatus 20 (also referred to herein as a communication apparatus) includes the mediation system 10, a data packet network 22, a voice network 24, a computer data network 25, and an interactive communication session (ICS) system 40. The mediation system 10 and the ICS system 40 are examples of communication systems. The mediation system 10 is connected to the data packet network 22, to the voice network 24 and to the computer data network 25, thus enabling communication therebetween. The computer network 25 is connected to a mediation subscriber computer system 34, to the mediation manager 26 and to a service management system 23 of a service provider, thus enabling communication therebetween.

The voice network 24 includes a computer telephone interface (CTI) server 24a and an interactive voice response (IVR) system 24b. The CTI server 24a is connected to the IVR system 24b. The IVR system enables interactive voice response from the mediated party to be received by the mediation system and transformed into a computer-based communication format. Commercially available IVR systems for providing speech and call automation functionality are commercially available from Intervoice-Bright Incorporated, IBM Corporation and from Periphonics Corporation.

In many situations, it is desirable and advantageous for the mediation subscriber communication device 16 to communicate directly with the first mediated party communication device 18. In such situations, the mediation subscriber communication device communicates with the mediated party communication device without intervention by the mediation system. To facilitate data-based communication between the mediation subscriber communication system 16 and the first mediated party communication device 18, the mediation subscriber communication device 16 is connected to the mediated party communication device through the data packet network 22. To facilitate voice-based communication between the mediation subscriber communication system 16 and the first mediated party communication device 18,
the mediation subscriber communication device 16 is connected to the mediated party communication device through the voice network 24. Accordingly, both voice and data can be passed through the mediation system without intervention, or the communication can be re-routed so that the mediation system is not in the communication path.

The mediation system 10 includes a mediation manager 26 with a data packet client 28, a computer telephone interface (CTI) client 30, a computer network interface 31 and an information storage device 32 connected thereto. A Dell PowerVault (TM) series storage device is one example of the information storage device 32. The data packet network 22 includes a data packet server 22a that enables communication between the data packet network 22 and the data manager 26 via the data packet client 28. The voice network 24 includes a computer telephone interface (CTI) server 24a that enables communication between the data packet network 22 and the mediation manager 26 via the CTI client 30.

The mediation manager 26 includes a data processor 26a, such as a network server, a workstation or other suitable type of data processing device. The computer interface 31 is connected between the data processor 26a and the computer network 25 for enabling communication therebetween. A Dell PowerEdge™ series server is one example of a suitable commercially available network server. A Dell Precision™ series workstation is one example of a suitable commercially available workstation. The information storage device 32 is connected to the data processor 26a for storing information in non-volatile memory and retrieving information therefrom.

A first data processor, i.e. computer, program product 27 includes a first data processor program that is processable by the data processor 26a of the mediation manager 26. The first data processor program enables facilitation of at least a portion of the operations performed by the mediation system 10 for accomplishing the methods disclosed herein. The first data processor program is accessible by the data processor 26a of the mediation manager 26 from an apparatus such as a diskette, a compact disk, a network storage device or other suitable apparatus.

The service management system 23 includes a data processor 23a, computer network interface 23b and a voice network interface 23c. The computer network interface 23b is
connected to the computer network 25 for enabling data-based communication between the service manager 23a and the mediation system 10 via the computer network 25. The voice network interface 23c is connected to the voice network 24 for enabling voice-based communication between the service manager 23a and the mediation system 10 via the voice network 24.

The mediation subscriber computer system 34 includes a data processor 34a and a computer network interface 34b. The computer interface 34b is connected between the data processor 34a of the mediation subscriber computer system 34 and the computer network 25 for enabling communication therebetween.

A mobile telephone capable of transmitting and receiving data packets via the General Packet Radio Service (GPRS) is one example of the mediation subscriber communication device 16. GPRS enabled mobile telephones, also referred to as “Smart Phones”, are offered by manufacturers such as Ericsson Incorporated and Nokia Incorporated. Smart phones are mobile phones with built-in voice, data, and Web-browsing services. Smart phones integrate mobile computing and mobile communications into a single terminal. Smart phones, importantly, can execute Java programs within the device. Java programs can be used to control presentation and interaction with the user, as well as send and receive data packets. The Ericsson models R380 and R520 telephones and the Nokia 9000 series telephone represent specific examples of GPRS enable mobile telephones. All GPRS phones provide WAP User Agents as an application environment and presentation using WML with programming using WMLScript.

The ICS system 40 includes an interactive session manager 46 with a data packet client 48, a computer network interface 41 and an information storage device 42 connected thereto. The interactive session manager 46 includes a data processor 46a, such as a network server, a workstation or other suitable type of data processing device. The computer interface 41 is connected between the data processor 46a and the computer network 25 for enabling communication therebetween. The information storage device 42 is connected to the data processor 46a for storing in non-volatile memory and retrieving information therefrom information associated with implementing and facilitating an interactive communication
session.

A second data processor program product 47 includes a second data processor program that is processable by the data processor 46a of the mediation manager 46. The second data processor program enables facilitation of at least a portion of the operations performed by the ICS system 40 for accomplishing the methods disclosed herein. The second data processor program is accessible by the data processor 46a of the interactive session manager 46 from an apparatus such as a diskette, a compact disk, a network storage device or other suitable apparatus.

It is contemplated herein that in another embodiment (not shown) of the apparatus 20, an integrated communication management system may include a mediated communication portion for supporting functionality associated with the mediated communication session and an interactive communication portion for supporting functionality associated with the interactive communication session. The mediation system 10 is one embodiment of the mediated communication portion. The ICS system 40 is one example of the interactive communication portion. The mediation portion and the interactive communication portion may share a common data processor, a common information storage device, a common data packet client and a common computer network interface. In this manner, the mediation system 10 and the ICS system 40 are effectively integrated into a single system.

It is further contemplated herein that a third data processor product supports functionality associated with the mediated communication session and the interactive communication session. In at least one embodiment of the third data processor program product, the third data processor program product provides the functionality associated with the first and the second data processor programs disclosed above. The third data processor program product is capable of being accessible by both the data processor 26a of the mediation manager 26 and the data processor 46a of the interactive session manager 46, or by the common data processor of the integrated communication management system disclosed above. In this manner, the first data processor program and the second data processor program are effectively integrated into a single data processor program product.

Referring to , the mediation subscriber communication device 16, such as a smart phone,
includes a user interface. The user interface of the device 16 includes a data interface portion and a voice interface portion. In the embodiment of the mediation subscriber communication device 16 depicted in FIG. 3, the user interface includes a visual display 16a, a plurality of alphanumeric keys 16b, a plurality of control keys 16c and a scroll key 16d. The voice interface portion of the user interface includes a speaker 16e and a microphone 16f.

The data interface portion of the user interface permits information to be visually displayed and permits the mediation subscriber to interactively manipulate information associated with data-based communications between the device 16 and the mediation system 10. The visual display 16a permits information to be visually displayed. The plurality of alphanumeric keys 16b permits alphanumeric information to be inputted. The plurality of control keys 16c permit associated functionality to be selected. For example, functional operations, such as accept and cancel, displayed on the visual display 16a may be associated with respective control keys 16c. The scroll key 16d permits menu information such as availability specifiers AS to be highlighted and manipulated.

It should be understood that other types of devices also represent suitable examples of the mediation subscriber communication device 16. Personal digital assistants (PDAs) such as those offered by Palm Computing and Handspring are data-centric devices that are capable of providing mobile wireless access. These devices can utilize GPRS through a GPRS-capable mobile phone via a serial cable or directly if they have built-in GPRS capability. Similarly, suitably equipped mobile computers are also capable of communicating data packets over a GPRS compatible network.

The apparatus, systems and devices discussed and disclosed herein permit mediation of an inbound or outbound communication to be facilitated electronically, yet in a dynamic, personalized and time-sensitive manner. In one embodiment, the methods disclosed herein are not governed exclusively by user-defined rules and designations. In these embodiments, it is advantageous for these methods to be facilitated in large degree by system-defined information. System defined information is information garnished by the mediation system in response to facilitating mediation operations. Furthermore, it is desirable to require the mediation subscriber to define and maintain only a minimal amount of designated information (also
referred to herein as user-defined information).

One example of user-defined information is an availability status of the mediation subscriber. The availability status defines qualitative aspects of the mediation subscriber's availability and, in some cases, also defines quantitative aspects of the mediation subscriber's availability. As depicted in FIG. 3, an availability status menu ASM is displayable on a visual display 16a of the mediation subscriber communication device 16.

The availability status menu ASM includes a plurality of availability specifiers AS. For a first type of availability specifier AS1, a time indicating availability is specified in a time field TF. For example, the mediation subscriber may specify that he will be in a meeting until a designated time, such as 10:15AM. For a second type of availability specifier AS2, a duration quantitatively indicating availability is specified in a duration field DF. For example, the mediation subscriber specifies availability in a designated amount of time, such as 10 minutes. For a third type of availability specifier AS3, the selected availability status itself defines a relative (qualitative) time designating the availability of the mediation subscriber. For example, the mediation subscriber may designate that he is available now. For a fourth type of availability specifier AS4, the fourth type of availability specifier AS4 that queries a priority of the communication request by the mediated party. For example, the mediation subscriber may select an availability specifier that results in the urgency of the communication request being mediated by the mediation system.

Another technique for providing subscriber specified preferences and information includes the preparation of one or more policies. An embodiment of a policy 100, as viewed via visual display 34' of the mediation subscriber computer system 34, is depicted in Fig. 4. Information included in the policy 100 may be provided via the mediation subscriber communication device 16, via the mediation subscriber computer system 34, or both.

The policy 100 includes a tab 102 that may be used to specify a name for a particular group of individuals associated with the policy 100. At a group field 104, the mediation subscriber may specify one of more specific individuals that apply to the policy 100. Information such as the name and one or more telephone numbers associated with each individual is specified at the group field 104. At a greeting field 106, the mediation subscriber
may designate and set-up a desired greeting. For example, the mediation subscriber may
designate a standard greeting or a custom greeting. The standard greeting is a greeting that
would be applied to any policy that does not specify a custom greeting. At a co-mediator field
108, the mediation subscriber may designate one or more co-mediators associated with the
policy 100. Each designated co-mediator is thus authorized by the mediation subscriber to
engage in mediation of a communication request received by the mediation subscriber.

Still referring to FIG. 4, the mediation subscriber may designate a default action to be
performed by the mediation system in instances when a follow-up action for a particular
communication is not provided by the mediation subscriber in response to being prompted for
one by the mediation system. A first set of default actions D1 define actions that are taken in
instances where a follow-up action by the mediation subscriber is not provided in response to
the mediation system prompting the mediation subscriber for a follow-up action. For example,
the mediation subscriber may designate a default action from the first set of default actions D1
for instructing the mediation system to forward applicable communications to the mediation
subscriber's administrative assistant. A second set of default actions D2 defines a plurality of
follow-up actions that designate an initial action associated with applicable communications.
For example, the mediation subscriber may designate a default action from the second set of
default actions D2 for instructing the mediation system to 'Schedule A Time To Talk' with the
mediated party (team member) if a particular criteria C1 is met, such as a communication being
designated as urgent.

An embodiment of a method for facilitating a mediation session initiated by an inbound
communication request is depicted in FIG. 5. The apparatus 20, FIG. 2, illustrates an example
of an apparatus capable of carrying out the method depicted in FIG. 5. At a block 200, an
inbound communication request from the first mediated party communication device 18 is
received by the mediation system 10. Information may be communicated between the
mediation subscriber communication device and the mediation system via data packets over a
suitable network. An inbound telephone call illustrates one example of the inbound
communication request.

In response to receiving the inbound communication request, an applicable context and
behavior information are determined at a block 201. In response to determining that a policy does not apply to the inbound communication request at a box 202, a contextual communication summary is prepared and the contextual communication summary is communicated to the mediation subscriber communication device 16 at, a block 203 and a block 204, respectively. Information provided by a carrier caller identification service, such as a caller's name and phone number and information relating to acts initiating the communication from the mediated party, such as returning a call from the mediation subscriber, may comprise a portion of the information included in the contextual communication summary. Behavior information is discussed in greater detail below. At a block 206, a plurality of follow-through actions is prepared. In other embodiments, only one follow-through action is prepared.

At a block 208, the mediation subscriber may choose to accept the inbound communication or defer the inbound communication to a mediation operation. In the case where the mediation subscriber chooses to accept the inbound communication, a connection is facilitated (block 210) between the mediation subscriber communication device and the mediated party communication device a suitable voice network, such as the voice network 24, Fig. 2. In the case where the mediation subscriber chooses to defer the associated inbound communication, at the block 213, the plurality of follow-through actions is communicated to the mediation subscriber communication device at a block 212.

It should be noted that a plurality of operations, such as communicating the contextual communication summary to the mediation subscriber and preparing the plurality of follow-through actions may be performed concurrently. For example, mediation operations between the mediation system and the mediation subscriber may be performed while telephone is ringing. In this manner, time may be used efficiently, thus reducing the time which the mediated party is awaiting either a personal or mediated response. It should also be noted that the contextual communication summary and the follow-through actions may be communicated essentially simultaneously such that the mediation subscriber nearly immediately has all the information necessary to address the inbound communication request.

In response to the mediation subscriber selecting one of the follow-through actions, a selected follow-through action is received by the mediation system from the mediation
subscriber communication device at a block 214. In response to receiving the selected follow-
through at the block 214, an operation for determining if the selected follow-through operation
requests an interactive communication session between the mediated party and the mediation
subscriber.

An interactive communication session is defined herein as a communication session in
which communication between two parties is capable of being conducted in essentially a non-
mediated manner. A mediated communication session is defined herein as a communication
session in which communication between two parties is at least partially mediated by a
mediation system. A text-based interactive communication session is defined herein as an
interactive communication session in which communication between the mediated party and
the mediation subscriber is facilitated using text-based communication techniques. The text-
data mediated communication session is also referred to herein as a text session. A voice-
data mediated communication session is defined herein as a mediated communication session
in which voice-based communication techniques are used for communication between the
mediation system and the mediated party and text-based data communication techniques are
used for communication between the mediation system and the mediation subscriber.

In response to the received follow-through action not requesting an interactive
communication session between the mediated party and the mediation subscriber, a mediation
follow-through operation according to the selected mediated follow-through action is facilitated
at a block 216. Note that in an alternate embodiment where no determination with regards to
an interactive session is made, the flow can proceed to block 216 directly from block 214. In
response to facilitating the mediation follow-through operation, a mediation subscriber profile
is updated at a block 218. As discussed below, updating the mediation subscriber profile
includes updating at least one data set, such as a mediation activity data set, in a mediation
subscriber profile.

In response to the received follow-through action requesting an interactive
communication session between the mediated party and the mediation subscriber, the
interactive communication session is facilitated at the block 219. Embodiments of methods for
facilitating the interactive communication session are disclosed below in FIGS. 11 and 12.
The interactive communication session permits the mediation subscriber, the mediated party or both to communicate using free-form text strings, pre-defined dialog responses, action-based dialog responses, user-defined dialog responses and contextually-generated dynamic dialog responses. In this manner, the interactive communication session provides a more information-rich communication environment than does a mediated communication session. It should be understood that mediated communication as disclosed is not precluded in the interactive communication system. Rather, mediated communication as disclosed herein may be used in a manner for enhancing the interactive communication session.

It should also be understood that the advantages afforded to the mediation subscriber by the mediated communication session are also afforded to the mediation subscriber by the interactive communication session as disclosed herein. For example, in the interactive communication session, the mediation subscriber can communicate in a manner that is not disruptive or inappropriate in a meeting.

In response to determining at the box 202 that a policy, such as the policy depicted in FIG. 4, does apply to the inbound communication request and determining at a block 222 that the policy requires always ringing the mediation subscriber, the method continues at the block 210. In response to determining at the block 222 that policy-driven mediated follow-through is required, the method continues at the block 216. In the case of policy-driven mediated follow-through, facilitating mediated follow-through at the block 216 is performed, at least in part, according to the follow-through action designated in the policy.

The mediated follow-through operation performed at the block 216 depicts an example of a virtual mediation operation. By virtual mediation operation, it is meant that the mediation operation is performed by the mediation system on behalf of the mediation subscriber. For example, the mediation can be performed in an automated manner by data processing device as described herein. Virtual mediation adds a high degree of personalization to acting on behalf of the mediation subscriber. To this end, the virtual mediation operation is performed based on contextual and behavioral information associated with the mediation subscriber.

It should be understood that rather than choose to accept the inbound communication or select one of the follow-through actions, the mediation subscriber may choose to do nothing.
(neither accept nor defer the inbound communication). By the mediation subscriber choosing to not accept the call nor to select one of the follow-through actions (block 213), a system-imposed follow-through action, such as the default action discussed above in reference to Fig. 4, is identified by the mediation system at a block 220. Accordingly, when the mediation subscriber chooses to neither accept nor defer the inbound communication, the mediation follow-through operation is facilitated according to the system imposed follow-through action.

It is also contemplated that a system-defined action based on contextual information, historical information, and behavioral information may be imposed rather than default actions associated with user-defined information. For example, the mediation subscriber is in a meeting and has received three calls from unknown parties. In all three cases, the mediation subscriber has selected a follow-through action requesting that the mediated (unknown) party schedule a time to talk. Accordingly, for all subsequent unknown callers while the mediation subscriber is in the meeting, the mediation system automatically initiates a mediated follow-through operation for scheduling a time to talk. A pre-defined number of occurrences may need to occur first, such as three attempts from unknown callers, prior to mediation system imposing such as system-defined follow-through action. In this example, the follow-through action imposed by the mediation system is a system-defined behavior-based follow-through action.

Example 1 - Inbound Call Mediation

David is in an important meeting in which it would be seen as disruptive to verbally respond to incoming communications received on his wireless telephone 16'. As depicted in Fig. 6, at a first mediated session interaction event E1, David visually reviews a caller summary CS1. The caller summary includes contextual information associated with prior incoming calls that he has not accepted. At some prior point in time, David has communicated his availability status to the mediation system. Accordingly the mediation system knows that David is planning on being in this meeting until 14:30 hours.
After reviewing the caller summary CS1, a second mediated session interaction event E2, David receives an incoming call from Richard S. In response to receiving the incoming call, a communication summary CS2 is displayed on the visual display 16a of his wireless telephone 16’. By reviewing the communication summary CS2, David is able to quickly and non-disruptively ascertain that the incoming call is from Richard S and that Richard S has made repeated attempts to return a call from David. Because David is still in the meeting, he chooses to defer the call for virtual mediation by selecting the control key 16c associated with a defer action DA.

In response to choosing the defer action DA, a follow-through action menu FAM is displayed on the visual display 16’ at a third mediated session interaction event E3. The follow-through action menu includes a plurality of follow-through actions FA. David uses the scroll key 16d to highlight the follow-through action ‘Will call when free’ and confirms the selection by depressing the control key 16c associated with an accept action AA.

Because David responded to the inbound communication using a database-based communication format, he was able to review the available contextual information and implement a desired follow-through action without disrupting the meeting. Furthermore, it only took David a short period or time (e.g. about 10 seconds) to review the available contextual information and implement the desired follow-through action. While David is still participating in the meeting, the mediation system has engaged in a virtual mediation operation for notifying Richard (the mediated party) that David will call him after the meeting.

As a result of David having provided his availability status to the mediation system, the mediation system uses the availability status in performing the mediation operation. The mediation system lets Richard know that David is in a meeting until 14:30 hours and will return his call after this time. In this manner, a more personalized and efficient communication is
facilitated between the mediation system and Richard.

The 'schedule a time' follow-through action depicted in FIG. 6 is one embodiment of a follow-through action for mediating a coordinated arrangement for person-to-person communication to be facilitated. In such an embodiment, the mediation system mediates an agreed upon time and/or day for the mediation subscriber and the mediated party to communicate.

Context and contextual, as referred to herein, relate to experiences, actions, and information associated with a communication. For example, the contextual communication summary CS2, FIG. 6, includes a plurality of context components. A first context component CC1 is associated with a name of the mediated party. A second context component CC2 is associated with a phone number of the mediated party. A third context component CC3 is associated with the reason for the communication. A fourth context component CC4 is associated with prior attempts by the mediated party to contact the mediation subscriber.

Together, these context components CC1-CC4 provide the mediation subscriber with a brief yet insightful summary of the inbound communication. In other embodiments, the contextual communication summary includes only one context component, such as the phone number of the mediated party. The actions of the mediation subscriber and the mediated party result in an abundance of contextual information associated with the inbound communication being generated. Furthermore, completed and on-going mediation operations generate information associated with such mediation operations. Such information is useful in determining system-defined information, such as system-defined default actions mentioned above.

It will be appreciated that, in addition to the contexts previously discussed, there are many other types of contextual data that may be used to control communication between parties. Table 1 lists specific context types and embodiments. Accordingly, mediation steps can be based upon the various contexts described herein, including those of Table 1.
| Presence | Presence of one or more parties to a mediation communication. The Presence of a party defines their availability for communication via various channels (e.g. phone or Instant Messaging (chat)). Presence may be set by the party (i.e. they choose NOT to be available, or by physical limitations (out of range).

Presence identifies what channels a user can be reached via at any given time |
| Location | The location of one or more parties to a mediated communication. The location will generally be the location of the mediation device, and in one embodiment, can be determined automatically based data available to the wireless communications system, or other positioning system such as a Global Positioning System. In another implementation, a party can manually specify their location or an alternate location. |
| Time | Time that the party is in. For the subscriber, this could be with respect to Mediation policies ("deny all business calls after 7pm" or "Deny all calls when I am busy") and also for managing or warning about scheduled meetings ("Incoming call from Sally, but you have a meeting in 5 minutes") |
| Identity | Identity and number/address that Mediated party is using. For the subscriber, this could be with respect to Mediation policies ("deny all calls unless it’s Sally") |
| Communication History | The history of communication interactions and follow through actions between caller and subscriber may influence the options (or priority) of options to be taken |
| Membership | The membership of a caller, as organized in the subscribers address book may influence which policies of mediation apply. E.g. "Deny all business calls after 7pm" means if caller has been assigned as a "business" caller then deny their call after 7pm. |

Table 1

It will be further appreciated that, in addition to those mediation actions and follow-through mediation actions described, there are many other types of actions that may be used to control communication between parties. Table 2 indicates specific action types and embodiments.
<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Forward Call</td>
<td>A party to a mediated communication can request the call be forwarded to a different party, such as an assistant.</td>
</tr>
<tr>
<td>Leave Message</td>
<td>A party to a mediated communication can request that caller be asked to leave a message.</td>
</tr>
<tr>
<td>Request call back or message (VM/SMS/Email)</td>
<td>Subscriber may, via the mediation service, request the caller calls later (e.g. when both a free) or send a simple message via certain channels.</td>
</tr>
<tr>
<td>Promise to call back</td>
<td>Subscriber may, via the mediation service, tell the caller that they will return the call in due course</td>
</tr>
<tr>
<td>Schedule a meeting (conf call or other)</td>
<td>Subscriber may, via the mediation service, request that the caller arrange a time (when both a free) to talk</td>
</tr>
<tr>
<td>Use Internet Chat (Instant Messaging)</td>
<td>Subscriber may, via the mediation service, suggest transferring the form of communication to on-line chat (when they are in a conference for example)</td>
</tr>
<tr>
<td>Deny call, side effecting policy change</td>
<td>Deny the call to the user, but at the same time defining a policy or rule that will affect subsequent calls from that caller (e.g. &quot;No more calls from him today&quot;)</td>
</tr>
<tr>
<td>Deny call and send message</td>
<td>Deny the call to the user (e.g. in a meeting), but opt to send them a text message.</td>
</tr>
<tr>
<td>Deny call and send &quot;canned&quot; message</td>
<td>Deny the call to the user but select a “canned/pre-recorded” message to be displayed or “read” to the call</td>
</tr>
<tr>
<td>Ask a question</td>
<td>Defer taking the call, but via the mediation service ask a question to the caller. E.g. &quot;Is it important?&quot;.</td>
</tr>
</tbody>
</table>

Table 2

An embodiment of the mediation subscriber profile 35 is illustrated in FIG. 7. The mediation subscriber profile 35 is stored on the data storage device 32 of the mediation system 10. The mediation subscriber profile 35 includes one or more data sets. A communication history data set 35a includes communication history information, such as the name and telephone number of the party associated with the communication. An availability history data set 35b includes availability history information of the mediation subscriber. An action history
data set 35c includes follow-through action history information. A mediation activity data set 35d includes information relating to completed or in-progress mediated activities. A policies data set 35e includes the policies discussed above. A service provider data set 35f includes information such as preferences (i.e. type of room, type of food, etc) relating to mediated service that can be requested by the mediation subscriber.

Each one of the profile data sets 35a-35f can be associated with at least one other profile data set such that related information can be associated. For example, in one embodiment, it is desirable and advantageous to relate a particular communication from a mediated party with a corresponding follow-through action and availability. Relating such information supports determining context, history and mediation status associated with a particular communication. It should also be understood that the data sets might be each maintained in separate databases or in a common database along the system depicted in Fig. 2. In addition, the data sets can have information specific to either the mediation subscriber or the mediated party being mediated, i.e. the caller. For example, the action history data set 35c can have a history of actions taken by either the mediated party or the mediation subscriber.

It is one aspect of the apparatus, methods and systems disclosed herein that the information archived in the mediation subscriber profile 35 may be used to gain insight into behaviors and preferences of the mediation subscriber with respect to handling inbound and outbound communications. Determining such behaviors and preferences is desirable and advantageous. In this manner, mediation operations may be carried-out dynamically and time-efficiently.

Referring to FIG. 8, an embodiment of steps for performing the operation of updating the mediation subscriber profile 35 at the block 218 in FIG. 5 is depicted. The steps for performing the operation of updating the mediation subscriber profile 35 include archiving inbound communication information (block 220a), archiving the availability status of the mediation subscriber at the time of receiving the inbound communication (block 220b), and archiving any corresponding follow-up action (block 220c). Examples of the inbound communication information includes a time of receipt of the inbound communication, a name of the mediated party, a telephone number associated with the inbound communication. Archiving is defined
herein to include forming relationships between information as discussed above in reference to FIG. 7.

FIG. 9 depicts an embodiment of a method for accomplishing the operation of determining applicable context and behavior by the mediated party, as depicted at the block 202 in FIG. 5. One example of determining the context associated with the inbound communication includes determining a present availability of the mediation subscriber (block 202a), analyzing present information associated with the inbound communication (block 202b), and analyzing historical information, such as from the mediation subscriber profile, that is associated with the inbound communication (block 202c). One example of determining a related behavior includes analyzing mediation subscriber policies (block 202d), analyzing follow-through actions associated with historical inbound communication information (block 202e) and analyzing availability history of the mediation subscriber (block 202c). All of the information analyzed at the block 202 is archived in the mediation subscriber profile discussed above.

FIG. 10 depicts an embodiment of a method for accomplishing the operation of facilitating a mediated follow-through operation, as depicted at the block 216 in FIG. 5. At a block 216a, a follow-through action communication is prepared. In one embodiment, the follow-through action communication is voice based. The follow-through action communication is communicated to the mediated party communication device at the block 216b. In response to the selected follow-through action being accepted by the mediated party at a block 216c, completion of the selected follow-through action is facilitated by the mediation system at a block 216c. In response to the selected follow-through action being unaccepted able or non-actionable by the mediated party, at a block 216d, the mediated party may choose to terminate the communication, such as by hanging-up, or to suggest a revised follow-through action.

In response to suggesting an alternate follow-through action at the block 216e, an availability request is communicated to the mediated party at a block 216d. Prompting the mediated party to reply with how long they will be available, when they will be available, or the like are examples of communicating the availability request to the mediated party communication device. At a block 216e, a present availability is received from the mediated

24
party. The present availability may be received from the mediated party in a voice-based format or as data entered using a device, such as a telephone keypad. At a block 216f, a plurality of alternate follow-through actions is prepared. In other embodiments, only one alternate follow-through action is prepared. Preparing the alternate follow-through actions includes assessing information such as the present availability of the mediated party, the present availability of the mediation subscriber, communication history, policies, etc.

It is contemplated that these alternate follow-through actions may include all or some of the non-selected follow-through actions previously sent to the mediation subscriber at the block 212 in FIG. 5. Additionally, it is contemplated that all or some of the alternate follow-through actions may be availability-defined follow-through actions. By availability-defined follow-through actions, it is meant that the availability of the mediation subscriber and/or the availability of the mediated party define a specific follow-through action. A call-back time based on joint availability of the mediation subscriber and the mediated party illustrates an example of the availability-defined follow-through actions.

At a block 216g, the plurality of alternate follow-through actions is communicated to the mediation subscriber communication device and the method continues at the block 216'. In response to the mediated party accepting one of the alternate follow-through actions at the block 216', the method continued at the block 216c. In response to the mediated party not accepting one of the alternate follow-through actions at the block 216', the method continues at the block 216".

Example 2 - Performing Mediated Follow-Through Operation

In response to David selecting the 'Will call when free' follow-through action (see Example 1), the mediation system engages in the following voice based communication with the Richard, via the IVR system. "Richard, I am unavailable to talk with you right now, but will call you as soon as I am out of my meeting. I expect to be out of me meeting at 14:30 hours. If you will be available at around this time, please press 1. If you will not be available at about this time, please press 2". The communication with the mediated party may be in David's actual voice, a synthesized voice or other type of voice format.
In the instance in which Richard S. is available at this time, he responds accordingly by pressing 1. In response to Richard S. responding that he is available at this time, the mediation system communicates the following confirmation message to Richard S and then terminated the call. "Richard, I'll be call you shortly after 14:30 hours. I look forward to talking with you then. Good-bye."

In the instance in which Richard is not available at this time, he responds accordingly by depressing 2. The mediation system then engages in the following voice-based communication with the Richard, via the IVR system, in an attempt to proceed according to an alternate and mutually acceptable follow-through action. "Richard, I would like to connect with you. After the tone, please key in a time that you are available to talk so that I can attempt to accommodate your schedule." After the tone, Richard uses the telephone keypad to enter a time, such as 15:45 hours. In some instances, it may be desirable to use voice recognition for receiving contextual information and responses from Richard.

In response to receiving the time specified by Richard, the mediation system communicates a data-based communication to David. The data-based communication is a single follow-through action prompting David with "Are you available to talk with Richard at this time?" In the instance in which David is available to talk with Richard at the time specified by Richard, he confirms that he is available by depressing the control key corresponding to the accept action. In response to David confirming that he is available at the time specified by Richard, the mediation system communicates the following voice-based communication to Richard and terminates the call. "Richard, I am available to talk with you at this time. I will call you at around 15:45 hours. Thanks and I'll talk to you soon. Good-bye."

In the instance in which David is not available to talk with Richard at the time specified by Richard, he indicates that he is not available by depressing the control key corresponding to a decline action. In response to David indicating that he is not available at the time specified by Richard, the mediation system communicates the
following voice-based communication to Richard and terminates the call. "Richard, I am not available to talk with you at this time. I'll follow-up with you later to try and find a convenient time to talk. Thanks for calling. Good-bye." In some instances, the mediation system may allow Richard to be transferred to David's assistant, such that mediation can be continued via David's assistant.

An embodiment of a method 250 for facilitating the interactive communication session, as depicted at the block 219 in FIG. 5, is depicted in FIG. 11. The method 250 includes an operation 252 for transmitting a request for implementing an interactive communication session and an operation 254 for transmitting a reply for accepting the request. The operation 252 includes transmitting the request for implementing from a first communication device, such as a wireless mediation subscriber communication device, for being received by the mediation system. The operation 254 includes transmitting the reply for accepting the request from a second communication device, such as a voice-based mediated party communication device, for being received by the mediation system.

In response to the mediation system performing an operation 256 for receiving the request for implementing and an operation 258 for receiving the reply for accepting the request, an operation 260 is performed by the mediation system for preparing log-in information for implementing the interactive communication session. In response to performing the operation 260, an operation 262 is performed by the mediation system for transmitting the log-in information from the mediation system for being received by the second communication device and by an interactive communication session system. An Internet service provider (ISP) system is one example of the interactive communication session system.

After the operation 262 is performed for transmitting the log-in information, an operation 264 is performed by the interactive communication session system for receiving the log-in information. Furthermore, after an operation 266 is performed by the second communication device for receiving the log-in information, an operation 268 is performed for transmitting the log-in information from a third communication device, such as a text-based mediated party communication device, for being received by the mediation system. In at least one embodiment of the log-in information, the log-in information includes a passcode and an
address for an Internet website. Broadly speaking, the log-in information includes sufficient information for enabling the mediation subscriber and/or the mediated party to initiate implementation of the interactive communication session.

In at least one embodiment of the third communication device, the third communication device is computer system capable of communicating with the mediation system and the first communication device via a data communication network such as the Internet. Other examples of the third communication device include a personal digital assistant, a smart phone and a mobile text-messaging device such as a 2-way text pager.

In response to an operation 270 being performed by the mediation system for receiving the log-in information, an operation 272 is performed by the mediation system for authenticating the log-in information. Authentication of the log-in information ensures that the log-in information is valid. In at least one embodiment of the log-in information, the log-in information includes a time-stamped passcode that is readable by the mediation system and is valid for only a prescribed validation period. A time-stamped passcode is an example of chronologically referenced log-in information.

In at least one embodiment of the operation 272 for authenticating the log-in information, the operation 272 includes determining an elapsed period of time from when the time-stamped passcode was generated and verifying that the elapsed period of time is less than the prescribed validation period of the passcode. Accordingly, if the elapsed period of time is greater than the prescribed validation period, the authentication operation would reveal that the log-in information is invalid. In such a situation, the mediation system would return a message to this effect to the party attempting to initiate implementation of the interactive communication session.

It is contemplated herein that generating the passcode may include receiving a specified passcode from one of the communication devices. In one embodiment of receiving a specified passcode, the specified passcode is a mediation subscriber specified passcode received from a mediation subscriber communication device. In another embodiment of receiving a specified passcode, the specified passcode is a mediated party specified passcode received from a mediated party communication device.
In response to performing an operation 274 for transmitting a session authorization notification from the mediation system for being received by the interactive communication session system, an operation 276 is performed by the interactive communication session system for receiving the session authorization notification. The operations 256 to 274 illustrate an example of implementing the interactive communication session. After performing the operation 276 for receiving the session authorization notification, an operation 278 is performed by the interactive communication session system for managing the interactive communication session between the first communication device and the third communication device.

Upon the interactive communication session being ended, an operation 280 is performed by the interactive communication session system for transmitting a session termination notification for being received by the mediation system. In response to the mediation system performing an operation 282 for receiving the session termination notification, an operation 284 is performed by the mediation system for invalidating the log-in information. It is contemplated that the operations 280 to 284 are omitted in a case where the passcode is invalidated after the prescribed validation period of the log-in information discussed above elapses, even though the text-session has already been implemented. In such a case, so long as the parties are engaged in the interactive communication session, the interactive communication session is active even though the log-in information has been invalidated as a result of the prescribed validation period of the log-in information having elapsed.

Another embodiment of a method 250' for facilitating the interactive communication session, as depicted at the block 219 in FIG. 5, is depicted in FIG. 12. The method 250' depicted in FIG. 12 differs from the method 250 that depicted in FIG. 11 in that the interactive communication session system, rather than the mediation system, facilitates all of the operations associated with implementing the interactive communication session. The method 250' includes an operation 252' for transmitting a request for implementing the interactive communication session and an operation 254' for transmitting a reply for accepting the request. The operation 252' includes transmitting the request for implementing from a second communication device, such as a voice-based mediated party communication device, for being received by the mediation system. The operation 254' includes transmitting the reply for
accepting the request from the first communication device, such as a wireless mediation subscriber communication device for being received by the mediation system. It is contemplated herein that the both the mediation subscriber and the mediated party both are provided with the capability for proposing a request for implementing the interactive communication session.

In response to the mediation system performing an operation 256' for receiving the request for implementing and an operation 258' for receiving the reply for accepting the request, an operation 259' is performed by the mediation system for transmitting a session request notification for being received by the interactive communication session system. In response to the interactive communication session system performing an operation 260' for receiving the session request notification, an operation 261' is performed by the interactive communication session system for preparing log-in information for implementing the interactive communication session. In response to performing the operation 261' for preparing the log-in information, an operation 262' is performed by the interactive communication session system for transmitting the log-in information for being received by the second communication device.

After an operation 266' is performed by the second communication device for receiving the log-in information, an operation 268' is performed for transmitting the log-in information from a third communication device, such as a text-based mediated party communication device, for being received by the interactive communication session system. In response to an operation 270' being performed by the interactive communication session system for receiving the log-in information, an operation 272' is performed by the interactive communication session system for authenticating the log-in information. In response to the interactive communication session system performing the operation 272' for authenticating the log-in information, an operation 278' is performed by the interactive communication session system for managing the interactive communication session between the first communication device and the third communication device. The operations 256' to 272' illustrate another example of implementing the interactive communication session.

Upon the interactive communication session being ended, an operation 284' is performed by the interactive communication session system for invalidating the log-in information. It is
contemplated that the operation 284’ is omitted in the case where the passcode is invalidated after the prescribed validation period of the log-in information discussed above elapses, even though the interactive communication session has already been implemented. In such a case, so long as the parties are engaged in the interactive communication session, the interactive communication session remains active even though the log-in information has been invalidated as a result of the prescribed validation period of the log-in information having elapsed.

As disclosed above, the mediated party transfers from the second communication device to the third communication device for engaging in the interactive communication session. It is also contemplated herein that the mediation subscriber may transfer from the first communication device to a fourth communication device. In this manner, the mediation subscriber is provided with the ability to move to a different communication device that may provide more efficient and/or effective communication. A computer system capable of communicating with the mediation system and the third communication device via a data communication network such as the Internet is an example of the fourth communication device. Other examples of the fourth communication device include a personal digital assistant, a smartphone and a mobile text-messaging device such as a 2-way text pager.

In a first embodiment of a method wherein the mediation subscriber transfers from the first communication device to the fourth communication device for communicating with the mediated party, log-in information is transmitted to the first communication device for enabling implementation of the interactive communication session between the third and the fourth communication devices. The log-in information transmitted to the first communication device is used in a similar manner as that transmitted to the second communication device for implementing the interactive communication session.

In a second embodiment of a method wherein the mediation subscriber transfers from the first communication device to the fourth communication device for communicating with the mediated party, implementation of the interactive communication session is performed in an automated manner using system-accessible information associated with the mediation subscriber. For example, an automated log-in link could be transmitted to a known e-mail address of the mediation subscriber. In response to the mediation subscriber selecting the link via the fourth communication device, the interactive communication session is automatically
implemented between the third and fourth communication devices. Example 3 – Implementing An Interactive Communication Session.

David is still in the meeting, Example 1, when he gets a call from Steffen on his wireless telephone 16'. David knows it would not be appropriate to take a voice call in the meeting so he chooses to defer the call as discussed above in reference to FIG. 6. Because Steffen is a key member of David's team, he would like to communicate with Steffen via an interactive communication session so that they can exchange information in a more detailed manner.

As depicted in Fig. 13, at an interactive session interaction event T1, David selects a 'text me back' follow-through action from the plurality of follow-through actions FA on the follow-through action menu FAM. The 'Text me back' follow-through action is a follow-through action for initiating the interactive communication session. In response to selecting the 'Text me back' follow-through action FA, at a second interactive session interaction event T2, the mediation system implements an Interactive Voice Response (IVR) operation for enabling Steffen to respond to David's request for the interactive communication session.

The IVR operation for enabling Steffen to respond to David's request for the interactive communication session includes transmitting a query message QM to Steffen for determining his availability and/or interest in participating in the interactive communication session. An example of the query message QM associated with initiating the interactive communication session is "I can't talk now, can we communicate via text?" After communicating the query message QM, an IVR operation is performed for transmitting one or more query responses (QR) to Steffen for enabling him to respond to the query message QM.
In addition to allowing Steffen to accept the request for implementing the interactive communication session, the query messages QM provide Steffen with alternatives for allowing Steffen to not accept the request for implementing the interactive communication session. The text me back follow-through action and associated IVR operation represent a proposal to engage in an interactive communication session, not a mandated requirement. In this manner, the mediation subscriber cannot force implementing the interactive communication session on the mediated party, and vice versa, in instances where the mediated party is requesting implementation of the interactive communication session.

Examples of the query responses QR are depicted below in Table 3.

<table>
<thead>
<tr>
<th>Press 1 for:</th>
<th>Yes, but I will have to e-mail you later.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Press 2 for:</td>
<td>It's quick, can you take my call?</td>
</tr>
<tr>
<td>Press 3 for:</td>
<td>No, I will leave a voice message instead.</td>
</tr>
<tr>
<td>Press 4 for:</td>
<td>Yes, I'm transferring to a text device now.</td>
</tr>
</tbody>
</table>

Table 3

In response to Steffen pressing the #4 key on the keypad of his telephone for initiating the interactive communication session at the second interactive session interaction event T2, a dialog thread field 17 is displayed on the visual display 16a of the telephone 16' at a third interactive session interaction event T3. The dialog associated with the first and the second interactive session interaction events T1, T2 are displayed in the dialog thread field 17 on the visual display 16a of the telephone 16'. Displaying of the dialog thread field 17 on the visual display 16a of the telephone 16' is an example of the mediated subscriber communication device reflecting a change from the voice session to the text session.
Also in response to Steffen pressing the #4 key on the keypad of his telephone for initiating the text session, an IVR operation is performed at a fourth interactive session interaction event T4 for transmitting a text session log-in information message LIM to Steffen. An example of the text session log-in message is "Go to the website address: www.davids01.portal.com and type in the passcode 'davids422' where prompted". It is contemplated that a user-provided passcode may be requested rather than a system-defined passcode being provided.

After transmitting the text session log-in information message LIM, an IVR operation is performed for transmitting one or more log-in message responses (LMR) to Steffen for enabling him to respond to the text session log-in information message LIM. Examples of the log-in message responses LMR are depicted below in Table 4.

| Press 1 for: | OK, continue with log-in. |
| Press 2 for: | I will talk later instead. |
| Press 3 for: | I need more instructions. |
| Press 4 for: | Repeat text session log-in information |

Table 4

Steffen moves to his computer and selects #4 key on the keypad of his telephone. Accordingly, the text session log-in information message LIM is repeated. At an interactive session interaction event T5, FIG. 14, Steffen accesses the website corresponding to a website address WA in the text session log-in information message LIM and enters a passcode PC provided in the text session log-in information message.

In response to implementing the interactive communication session via the first through fifth interactive session interaction events T1 – T5, a textual
dialog interface 118 is displayed via a web browser 120 at a sixth interactive session interaction event T6, FIG. 15A. The textual dialog interface 118 includes a text message entry field 122, a user-defined dialog response button 123, a dialog thread field 124, a message send button 126 and an end session button 128. Steffen enters a first textual message in the text entry field 122 and selects the message user-defined dialog response button 123. In response to selecting the user-defined dialog response button 123, a user-defined dialog response dialog field 129 is displayed, FIG. 15B, at a seventh interactive session event T7. Steffen enters one or more user-defined dialog responses in the user-defined dialog response field 129.

In response to selecting the message send button 126, the first textual message, including any user-defined dialog responses, is transmitted for being received by the telephone 16'. Also in response to selecting the message send button 126, the first textual message is displayed in the dialog thread field 124 of the textual dialog interface 118. It is contemplated that the first textual message may be displayed with or without the user-defined dialog responses being displayed.

At a seventh interactive session interaction event T8, FIG. 16, the first textual message is displayed in the dialog thread field 17 on the visual display 16a of the telephone 16'. A plurality of dialog responses DR, including any user-defined dialog responses, are displayed on the visual display 16a of the telephone 16'. The dialog responses DR include pre-defined dialog responses, contextual dialog responses, action-based dialog responses, and user-defined dialog responses. Examples of the dialog responses are depicted below in table 5.
<table>
<thead>
<tr>
<th>Pre-Defined</th>
<th>Responses that are routinely provided, such as Yes, No, Hold On, Hang Up.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contextual</td>
<td>Textual messages are analyzed and answers/option that MAY be appropriate are presented. For example, if a question starts &quot;what time...&quot; a menu option &quot;pick time&quot; could be offered.</td>
</tr>
<tr>
<td>Action-Based</td>
<td>Responses that result in a system implemented action. For example, a dialog response &quot;Transfer To Voice&quot; results in a system implemented action for terminating the text session and placing a call to the mediated party using a system-accessible phone number, or a phone number provided by the mediation subscriber or mediated party. In this manner, a telephonic communication session is implemented.</td>
</tr>
<tr>
<td>User-Defined</td>
<td>Responses that are directly supplied by the mediated party. For example, the textual dialog interface includes several rows of small text boxes into which the mediated party types likely/desired &quot;answers&quot; to a question or situation presented in the textual message. In this manner the mediated party makes it easier for the mediation subscriber to respond in a direct manner.</td>
</tr>
</tbody>
</table>

Table 5

In response to David selecting the dialog response "YES", the dialog response "YES" is displayed in the dialog thread field 124 of the textual dialog interface 118 at an eighth interactive session interaction event T9, FIG. 17. Steffen enters a second textual message in the text entry field 122 that he will be ending the text session and contacting David via an unmediated voice-based communication session (i.e. a telephone call). In response to selecting the send button 126, the second textual message is displayed in the dialog thread field 17 on the visual display 16a of the telephone 16'. Steffen then selects the end button 128 and the interactive communication session between David and Steffen is terminated after transmitting the second textual message to the telephone 16'. The operations and associated information/responses of the sixth through eighth interactive session interaction events T6 - T9 depict an embodiment of managing the interactive communication session.

The text-session interaction events T1 - T9 depicted in Example 3 above are based on the mediation subscriber making the request for implementing the interactive communication session. It is also contemplated herein that the mediated party may be provided with the ability
for making the request for implementing the interactive communication session. In an example where the mediated party proposes makes the request for implementing the interactive communication session, an option for making the request for implementing the interactive communication session is presented to the mediated party in the mediation communication session.

In one embodiment of presenting the mediated party with an option for requesting the interactive communication session, the option is present to the mediated party via one or more IVR system operations. In response to the mediated party requesting the interactive communication session, a follow-through action for allowing the mediation subscriber to accept the request for implementing the interactive communication session is displayed on the visual display of the mediation subscriber communication device. In response to the mediation subscriber selecting the follow-through action for accepting implementation of the interactive communication session (i.e. a reply for accepting the implementation request), implementation and facilitation of the interactive communication session is commenced according to the forth through eighth interactive session interaction event T4 - T8.

Referring back to mediated communication sessions, another type of mediation session is one initiated by an outbound communication request. An embodiment of a method for facilitating a mediation session initiated by an outbound communication request is depicted in FIG. 18. The apparatus 20, FIG. 2, illustrates an example of an apparatus capable of carrying out the method depicted in FIG. 18. At a block 350, an outbound communication request is received by the mediation system from the mediation subscriber communication device, via one or more data packets or via a voice-based communication. The outbound communication request includes contact information such as a name, a telephone number, etc. for identifying an/or contacting the mediated party. In response to receiving the outbound communication request, a plurality of follow-through actions is prepared at a block 352. In other embodiments, depending on the outbound request, only one follow-through action or no follow-through action is prepared. Preparing the follow-through actions includes assessing related contextual information such as the present availability of the mediation subscriber, mediation behavior and preferences of the mediation subscriber, information in policies of the mediation subscriber, etc.
At a block 354, the plurality of follow-through actions is communicated to the mediation subscriber from the mediations system. At a block 356, a selected follow-through action is received by the mediation system from the mediation subscriber. In response to receiving the selected follow-through action, the mediated party communication device is contacted at the block 358. It should be understood that the mediation system contacts the mediated party communication device. Accordingly, the mediation system engages in communication with the mediated party to determine if the mediated party is available to engage in communication with the mediation subscriber.

In response to the availability of the mediated party and the mediation subscriber permitting immediate communication (block 359), the mediation system facilitates connection of the mediation subscriber communication device with that of the mediated party communication device at a block 360. In response to the availability of mediated party or the mediation subscriber not permitting communication immediately therebetween (block 359), the mediation continues to a block 359”.

At the block 359”, in response to the mediated party not selecting a follow-through option, the mediation system terminates its communication with the mediated party at a block 362. In response to the mediated party selecting a follow-through option at the block 359” the mediation system facilitates, block 364, a mediated follow-through operation with the mediated party according to the follow-through option selected at the block 359”. Scheduling time to talk, call forwarding, entering voice mail and the like are examples of follow-through options that may be selected at the block 359”. At a block 366, the mediation activity data set 35d, FIG. 7, is updated with information associated with the communication appointment.

Example 4 - Outbound Call Mediation

At a fourth mediated session interaction event E4, FIG. 19, David recognizes that his meeting is about to end. In reviewing the caller summary CS1, David decides that he would like for the mediation system to facilitate a return call to Sally E. To initiate such an operation, David depresses the control key 16c associated with an options action OA.
In response to depressing the control key 16c associated with the options action, an options menu OM is displayed on the visual display 16a at a fifth mediated session interaction event E5. The options menu OM includes a plurality of option selections OS. Examples of option selections OS include make a call, return a call, make a reservation, change my availability, change my policies and change my service preferences.

In response to choosing the 'return a call' option selection, an attempt is made at contacting Sally via her communication device. In the event that Sally answers, the mediation system connects David with Sally. In the event that Sally is not available, a plurality of call resolutions CR is displayed on the visual display at a sixth mediated session interaction event E6. The call resolutions CR provide various options when the caller is not available. Examples of call resolutions CR include schedule a call, continue to try, and quit call attempt. David uses the scroll key 16d to select the 'Continue to try' call resolution and confirms this selection by depressing the control key 16c associated with the accept action AA. The mediation continues to contact Sally.

It is desirable and advantageous for a mediated follow-through operation or pending mediated commitment to be modified according to an updated context component. For example, in the case where the availability status of the mediation subscriber changes, it is desirable and advantages for in-progress mediation operations and pending mediated commitments to be dynamically adjusted as necessary. The apparatus, methods and systems disclosed herein are capable of supporting such dynamic adjustment.

The 'schedule a call' call resolution depicted in FIG. 19 is one embodiment of a call resolution for mediating a coordinated arrangement for person-to-person communication to be facilitated. In such an embodiment, the mediation system mediates an agreed upon time and/or day for the mediation subscriber and the mediated party to communicate.

FIG. 20 depicts an embodiment of a method for facilitating a mediation session to alter a pending mediated commitment in response to one or more context components being altered. The apparatus 20, FIG. 2, illustrates an example of an apparatus capable of carrying out the method depicted in FIG. 20. Information may be communicated between the mediation
subscriber communication device and the mediation system via data packets over a suitable network.

At a block 400, an altered context component is received by the mediation system. The altered context component may be received from the mediation subscriber or the mediated party. At a block, 402 an affected mediated commitment is identified. A revised availability status illustrates an example of the altered context component capable of affecting a mediated commitment. A revised follow-through action is determined and a follow-through communication is prepared at a block 404 and at a block 406, respectively. At a block 408, an attempt is made at contacting the mediated party via the mediated party communication device.

It should be understood that one or more context components and/or mediated commitments could be affected simultaneously. Therefore, at the block 400, more than one altered context component may be received. Also, the particular revised follow-through actions included in the follow-through action summary may vary depending on the specific context components and/or mediated commitments affected.

In response to the mediated party not being contacted, a postponement message is communicated to a mediated party messaging service at a block 410, if available. Voice mail and an answering machine illustrate suitable examples of the mediated party messaging service. At a block 412 the mediation activity data set 35d, FIG. 7, is updated to reflect that the mediated commitment has been postponed.

In response to the mediated party being contacted, the revised follow-through communication is communicated to the mediated party communication device at a block 414. In response to the revised follow-through action being unacceptable to the mediated party, the method would proceed from the block 414 to the block 410, thus resulting in the mediated commitment being postponed. The method then proceeds to the block 412 where the mediation activity data set 35d, FIG. 7, is updated to reflect that the mediated commitment has been changed. In response to the revised follow-through action being acceptable to the mediated party, at a block 416, the mediated follow-through operation is performed according to the altered context component is facilitated.
In response to the mediated follow-through operation successfully producing an altered mediated commitment, the method proceeds to the block 412 where the mediation activity data set 35d, FIG. 7, is updated to reflect that the mediated commitment has been changed. In response to the mediated follow-through operation being unsuccessful at producing an altered mediated commitment, a postponement message is communicated to a mediated party at a block 410. The method then proceeds to the block 412. The mediated party being unable to commit to a mutually acceptable time to talk illustrates an example of the mediated follow-through operation being unsuccessful.

Example 4 - Mediated Commitment Dynamic Updating

At a seventh mediated session interaction event E7, FIG. 21, David is still in his meeting, reviewing a pending commitment summary POS displayed on the visual display 16a of his wireless telephone, when he notices that his meeting has run longer than expected. The pending commitment summary PCS indicates that David has a number of pending mediated commitments that are based on his meeting being over by about 14:30 hours. David also notices that the meeting has run longer than the time specified according to his availability status, FIG. 3. Accordingly, David selects the control key associated with the options action OA such that the options menu OM is displayed at an eighth mediated session interaction event E8. David then uses the scroll key 186 to highlight the 'Change my availability’ options selection and confirms the selection by depressing the control key 16c associated with the accept action AA.

In response to selecting the choosing the 'Change my availability’ options selection OS, the availability status menu ASM is displayed on the visual display at a ninth mediated session interaction event E9. David uses the scroll key 16d to select the 'In meeting until…’ availability specifier, enters a new time for when he will be out of the meeting, and confirms the new availability status by depressing the control key 16c associated with the accept action AA.
In response to altering his availability status, the mediation system identifies the pending mediated commitments associated with the availability status. The mediation system then acts on behalf of David to contact the appropriate mediated parties to revise the mediated commitments according to the altered availability status. As revised mediated commitments are established, David is able to review them via the pending commitment summary PCS.

FIG. 22 depicts an embodiment of a method for performing a mediation session to set-up a mediated service commitment. The apparatus 20, FIG. 2, illustrates an example of an apparatus capable of carrying out the method depicted in FIG. 22. Information may be communicated between the mediation subscriber communication device and the mediation system via data packets over a suitable network. At a block 500, a service mediation request is received by the mediation system 10 from the mediation subscriber communication device 16. In response to receiving the service mediation request, a context is determined and a plurality of service actions is prepared at a block 501 and a block 502, respectively. In other embodiments, one or no service actions are prepared. At a block 504, the plurality of service actions is communicated to the mediation subscriber communication device 16.

In response to receiving, at a block 506, a selected one of the service actions from the mediation subscriber communication device 16, a mediated follow-through operation is facilitated with the service provider at a block 508. At a block 509, confirmation information, such as a confirmation code, associated with the service reservation is received from the service provider reservation system.

At a block 510, in response to completing the mediated follow-through operation, the mediated activity data set, FIG. 7, is updated. Updating the mediated activity data set includes adding information associated with the mediated service request, such as a confirmation number and a telephone number of the service provider, to the data set.

FIG. 23 depicts an embodiment of a method for accomplishing the operation of facilitating the mediated follow-through operation, as depicted at the block 508 in FIG. 22. At a block 508a, a plurality of service providers capable of providing the requested service is identified. In other embodiments, only one service provider is identified. At a block 508b, the identified service providers are communicated to the mediation subscriber communication
device 16. After communicating the plurality of service providers to the mediation subscriber communication device, confirmation of a selected service provider is received, at a block 508c, from the mediation subscriber communication device.

At a block 508d, a network connection is established between the service provider reservation system and the mediation system through the computer network. At a block 508e, the mediated follow-through operation is performed, thus establishing a mediated service commitment. The mediated service commitment illustrates an example of a mediated commitment, as discussed above. It is contemplated that communication between the mediation system and the service management system may be facilitated via the computer network and the voice network.

Accordingly, data-based communication and voice-based communication may be used for facilitating the mediated service operation at the block 508e. For example, the mediation system may complete a first portion of the mediated follow-through operation via data-based communication through the computer network and a second portion of the mediated follow-through operation via voice-based communication the through the voice network.

Example 5 - Service Mediation

David decides to make a reservation at his favorite restaurant to be sure he gets seated for dinner without too long of a wait. He was expecting to get there before the dinner crowd. However, because his meeting ran over, he thinks he may now have a hard time getting a seat.

Accordingly, at a tenth mediated session interaction event E10, FIG. 24, David brings up the options menu OM on the visual display 16a of his wireless telephone 16'. David uses the scroll key 16d to choose the 'Make a reservation' option selection and confirms his selection by depressing the control key 16c associated with the accept action AA. In response to choosing the 'Make a reservation' option selection, a service menu is on the visual display 16a at an eleventh mediated session interaction event E11. The service menu SM includes a plurality of service selections. Examples of service
selections SS include arrange a taxi, arrange a hotel reservation, arrange a restaurant reservation and book a flight.

David uses the scroll key 16d to select the 'Arrange a restaurant reservation' service selection and confirms the selection by depressing the control key 16c associated with the accept action AA. In response to choosing the 'Arrange a restaurant reservation' service selection, an arrangement option menu AOM is displayed on the visual display at a twelfth mediated session interaction event E12. The arrangement option menu AOM includes a plurality of arrangement options AO.

Each service selection SS has one or more corresponding context-specific arrangement options. Accordingly, the arrangement options AO displayed in response to choosing the 'arrange a restaurant reservation' service action are specific to arranging the taxi and are based on the present availability of the mediation subscriber. Because the mediation system knows that the mediation subscriber is in a meeting, the context derived from being in a meeting until a specified time is used to add a contextual aspect to some of the arrangement options AO. In this example, in which David is in a meeting until 15:15 hours, context-specific service actions include arranging a taxi for immediately after the meeting, arrange a taxi for X minutes after the meeting, arranging a restaurant reservation Y minutes after the meeting and booking a flight Z hours after the meeting. In this manner, a mediated service commitment may be acted on in a more specific fashion.

David uses the scroll key 16d to select the '...min after meeting' arrangement option, enters 45 minutes in the corresponding time field and confirms this selection and entry by depressing the control key 16c associated with the accept action AA. In response to confirming this selection and entry, the mediation system identifies the restaurant, contacts a service management system of the restaurant and mediates the requested reservation on David's
behalf according to the arrangement option specified by David. The mediation system contacts the service management system of the restaurant, such as via the Internet or via an automated or actual voice communication, for facilitating mediation of the reservation. Information associated with the restaurant are provided manually by David, garnished from the service provider preference data set in David's profile (FIG. 7) or a combination of such information input techniques. Once the reservation is confirmed by the mediation system, David is able to review it via the pending commitment summary PCS discussed in reference to FIG. 21.

FIGs. 25A-25E represent an embodiment of a method for facilitating a mediation session initiated by an inbound communication request. The apparatus 20, FIG. 2, illustrates an example of an apparatus capable of carrying out the method depicted in FIGS. 25A and 25B. At a block 600, an operation is performed for maintaining a Quality Of Service (QOS) Factor database. The term QOS factors refers to reference factors that includes network or user device capabilities and status factors. User OQS factors include the subscriber and any other party involved in the mediation session or in the communication request. Examples of such QOS factors are provided below in Table 6. An embodiment of maintaining the QOS factor database is discussed in below greater detail in reference to FIG. 25C.

<table>
<thead>
<tr>
<th>Communication Device Factors</th>
<th>Device Status Factors</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Manufacturer</td>
<td>• Device On</td>
</tr>
<tr>
<td>• Model</td>
<td>• Device Off</td>
</tr>
<tr>
<td>• A/V Capabilities</td>
<td>• Device In Use – Voice Call</td>
</tr>
<tr>
<td>• I/O Capabilities</td>
<td>• Device In Use – Data Communication</td>
</tr>
<tr>
<td>• Programmability</td>
<td>• Available Memory or storage</td>
</tr>
<tr>
<td>• Messaging Capability</td>
<td>• Transport protocol Capabilities</td>
</tr>
<tr>
<td>• Operating system capabilities</td>
<td>• Operating system capabilities</td>
</tr>
<tr>
<td>• Client or user-agent capabilities</td>
<td>• Transport protocol Capabilities</td>
</tr>
<tr>
<td>• Data cache status</td>
<td>• Client or user-agent capabilities</td>
</tr>
</tbody>
</table>

45
| Network Capability Factors | • Operator Capabilities  
• Roam Capabilities  
• Messaging Capability  
• Elapsed Assessment Duration |
|-----------------------------|------------------------------------------------------------------|
| Subscriber Interaction Factors | • Behavior  
• Call History  
• Preferences  
• Rules  
• Presence (e.g. talking, busy, available, not available, home, on-the-road, office) |

**TABLE 6**

At a block 602, an operation is performed by the mediation system 10 for receiving an inbound communication request transmitted for reception by the mediated party communication device 18. Information may be communicated between the mediation subscriber communication device and the mediation system via data packets over a suitable network. An inbound telephone call illustrates one example of the inbound communication request. It should be understood that the operation for maintaining the QOS factor database may be performed in parallel with and/or in response to performing the operation 602 for receiving the inbound communication request.

In response to receiving the inbound communication request, an operation 604 is performed for facilitating a QOS factor assessment. An embodiment of facilitating the QOS factor assessment is discussed in below greater detail in reference to FIG. 25D. One object of performing the QOS factor assessment is to determine whether mediation is capable of being implemented, thus making mediation capable of being offered.

In response to an operation being performed at a block 605 for determining that mediation is capable of being offered, an operation is performed at a block 606 for facilitating a communication request notification to mediation. In one example of the communication request notification, the communication request notification includes information associated
with the inbound communication request (e.g. caller name, phone number, etc.) and notification follow-through options (e.g. implement mediation, put call through, etc.) being displayed on a visual display of the mediation subscriber communication device. It should be understood that another object of performing the QOS factor assessment is to determine information that supports the facilitating the communication request notification. It is then possible to select the appropriate implementation of the notification to mediation to use. It is possible to implement the notification to mediation as any of the following embodiments:

- Completely in the subscriber device (e.g. mobile phone firmware) using network signaling
- Using a user agent (e.g. WAP) and a mediation system application server
- Using a combination of a subscriber device client application (e.g. JavaCard SIM Application) and a mediation system application server.

In accordance with at least one embodiment of the disclosures made herein, facilitating a communication request notification includes enabling a communication request notification alert to be implemented for a prescribed duration of time prior to implementing a different type of alert associated conventionally with an inbound telephonic communication request. For example, an audible portion of the communication request notification alert is implemented utilizing an audible alert associated conventionally with a non-telephonic communication request (e.g. an audible, visual, and tactile, mobile phone message alert). For example, with respect to event E2, FIG. 6, the wireless telephone 16' can produce an alert, such as a sound or vibration, associated with different service such as short message service. In this manner, an audible alert associated conventionally with an inbound telephonic communication request (e.g. ringing of the telephone) is not interrupted (i.e. during facilitation of the communication request notification), thus preserving natural and expected operation when an inbound communication (e.g. a telephone call) is delivered to a mediation subscriber communication device.

Furthermore, facilitating transmission of the communication request notification in accordance with at least one embodiment of the disclosures made herein includes enabling a communication request notification alert to be implemented for a prescribed duration of time prior to automatically implementing a default notification follow-through option. Forwarding
an inbound communication request associated with the communication request notification for reception by the mediation subscriber communication device is an example of such a default notification follow-through option.

In response to an operation 607 being performed for determining that the option for implementing mediation has been being selected, an operation is performed at a block 608 for assessing applicable context and behavior information associated with the incoming call, the mediation subscriber and/or mediation subscriber communication device. Context and behavior information in accordance with embodiments of the disclosures made herein are discussed in greater detail herein. In response to mediation being selected as the notification follow-through option, a contextual communication summary is prepared and the contextual communication summary is transmitted for reception by the mediation subscriber communication device 16 at, a block 609 and a block 610, respectively. It is contemplated herein that information provided by a carrier caller identification service, such as a caller's name and phone number and information relating to acts initiating the communication from the mediated party, such as returning a call from the mediation subscriber, may comprise a portion of the information included in the contextual communication summary. It is further contemplated herein that information determined in conjunction with assessing the QOS factors at the block 604 may further comprise a portion of the information included in the contextual communication summary and that the communication request notification may comprise at least a portion of the information associated with the contextual communication summary.

At a block 612 and a block 613, respectively, an operation is performed for preparing a plurality of mediation follow-through actions (hereinafter referred to as follow-through actions) and for transmitting such follow-through actions for reception by the mediation subscriber communication device. Examples of such follow-through actions have been presented previously with respect to table 2. It is contemplated herein that there may be instances in which a single follow-through action is prepared rather than a plurality of follow-through actions.

In response to the mediation subscriber selecting one of the follow-through actions, an operation is performed at a block 614 for receiving the selected follow-through action after being transmitted by the mediation subscriber communication device for reception by the
mediation system. In response to receiving the selected follow-through action, a mediation follow-through operation corresponding to the selected follow-through action is facilitated at a block 616. In response to facilitating the mediation follow-through operation, a mediation subscriber profile is updated at a block 618. As discussed herein, updating the mediation subscriber profile includes updating at least one data set, such as a mediation activity data set, in a mediation subscriber profile.

Returning to the block 605, in response to determining that mediation is not capable and/or intended to be facilitated, an operation is performed at a block 620 for facilitating a default or selected option action. Returning to the block 607, in response to mediation not being selected as the notification follow-through option, the operation is performed at the block 620 for facilitating a default or selected option action. Examples of default and subscriber selectable notification follow-through options include putting the inbound communication request through to the mediation subscriber communication device and putting the inbound communication request into voice mail. In the case of putting the call through to the mediation subscriber communication device, the device would ring as normal as the communication request notification functionality is not dependent on utilizing a telephonic audible alert (i.e. ringing of a telephone). A default action may be implemented, for example, when no notification follow-through option is selected or when a policy in accordance with the disclosures made herein, such as the policy depicted in FIG. 4, is identified.

The mediated follow-through operation performed at the block 616 depicts an example of a virtual mediation operation. By virtual mediation operation, it is meant that the mediation operation is performed by the mediation system on behalf of the mediation subscriber. For example, the mediation can be performed in an automated manner by data processing device as described herein. Virtual mediation adds a high degree of personalization to acting on behalf of the mediation subscriber. To this end, the virtual mediation operation is performed based on contextual and behavioral information associated with the mediation subscriber.

It is contemplated herein that rather than choosing to accept the inbound communication or select one of the follow-through actions, the mediation subscriber may choose to do nothing (neither accept nor defer the inbound communication). By the mediation subscriber choosing to not accept the call nor to select one of the follow-through actions transmitted at the block
613, a system-imposed follow-through action, such as the default action discussed above in reference to Fig. 4, is identified by the mediation system. Accordingly, when the mediation subscriber chooses to neither accept nor defer the inbound communication, the mediation follow-through operation is facilitated according to the system imposed follow-through action.

It is also contemplated that a system-defined action based on contextual information, historical information, and behavioral information may be imposed rather than default actions associated with user-defined information. For example, the mediation subscriber is in a meeting and has received three calls from unknown parties. In all three cases, the mediation subscriber has selected a follow-through action requesting that the mediated (unknown) party schedule a time to talk. Accordingly, for all subsequent unknown callers while the mediation subscriber is in the meeting, the mediation system automatically initiates a mediated follow-through operation for scheduling a time to talk. A pre-defined number of occurrences may need to occur first, such as three attempts from unknown callers, prior to mediation system imposing such as system-defined follow-through action. In this example, the follow-through action imposed by the mediation system is a system-defined behavior-based follow-through action.

It is further contemplated that a plurality of operations, such as communicating the contextual communication summary to the mediation subscriber and preparing the plurality of follow-through actions, may be performed concurrently. For example, mediation operations between the mediation system and the mediation subscriber may be performed while telephone is ringing. In this manner, time may be used efficiently, thus reducing the time which the mediated party is awaiting either a personal or mediated response. It should also be noted that the contextual communication summary and the follow-through actions may be communicated essentially simultaneously such that the mediation subscriber nearly immediately has all the information necessary to address the inbound communication request.

An embodiment of the operation for maintaining the QOS database (i.e. at the block 600 in FIG. 25A) is depicted in FIG. 25C. In this depicted embodiment, a step 600A is performed for continuously updating QOS factors and a step 600B is performed for performing a request-initiated QOS factor update. The step 600A may be performed continuously at set-intervals or continuously in a real-time manner. The step 600A may also be performed based on events
signaled or triggered from the any network entity. The step 600B is performed in response to receiving each inbound communication request at the block 602. The step 600A for continuously updating QOS factors and the step 600B for performing a request-initiated QOS factor update may both update a common set of QOS factors or they may update at least partially unique sets of QOS factors (i.e. at least a portion of the QOS factors in two sets of QOS factors being different).

An embodiment of the operation for facilitating the QOS assessment (i.e. at the block 604 in FIG. 25A) is depicted in FIG. 25D. In this depicted embodiment, a step 604 A is performed for determining whether a capability exists for offering mediated communication in accordance with the disclosures made herein and a step 604B is performed for determining QOS factor information for supporting the operation of facilitating the communication request notification (i.e. the block 606 in FIG. 25A). For example, the step 604A comprises assessing QOS factors relating to device and network capabilities and the step 604B comprises assessing QOS factors relating to device capabilities, network capabilities, device status, subscriber interaction and/or other types of QOS factors.

A step 604C (FIG. 25D) is performed for monitoring an elapsed assessment duration. When a maximum prescribed duration is determined to be exceeded at a step 604D, a step 604E is performed for terminating the QOS assessment and the method continues with the operation performed at the block 620 depicted in FIG. 25B. An example of conducting an assessment duration evaluation comprises the steps (604C, 604D and 604E) for monitoring an elapsed assessment duration, determining whether a maximum prescribed duration has been exceeded and terminating the QOS assessment.

An embodiment of the operation for facilitating the communication request notification (i.e. at the block 606 in FIG. 25A) is depicted in FIG. 25E. In this depicted embodiment, a step 606A is performed for determining one or more notification follow-through options and a step 606B is performed for determining a transport protocol for transmitting the one or more notification follow-through options for reception by the mediation subscriber communication device. Examples of transport Protocols in accordance with embodiments of the disclosures made herein include Short Messaging Service (SMS), Unstructured Supplemental Service Data (USSD), or Internet Protocol (IP) Datagrams. A step 606C is performed for enabling display of
the one or more notification follow-through options on a visual display of the mediation subscriber communication device in response to determining the one or more notification follow-through options (i.e. the step 606A) and determining the transport protocol for transmitting the one or more notification follow-through options for reception by the mediation subscriber communication device (i.e. the step 606B). Transmitting the one or more notification follow-through options for reception by the mediation subscriber communication device is an example of enabling display of the one or more notification follow-through options on a visual display of the mediation subscriber communication device.

A method 700 for responding to a request for voice-based communication in accordance with an embodiment of the disclosures made herein is depicted in FIG. 26. An operation 702 is performed for receiving a request for voice-based communication from a caller communication device (i.e. a first communication device) transmitted for reception by a subscriber communication device (i.e. a second communication device). An inbound telephone call intended for reception by a mediation subscriber communication device is an example of a request for voice-based communication. In response to receiving the request for voice-based communication, an operation 704 is performed for offering to the user of the subscriber communication device an option of using a text messaging based response to the user requesting voice-based communication. Communicating a text message from a subscriber for reception by a requester communication device is an example of a text messaging based response to the request for voice-based communication. In response to the offer for text messaging based response being accepted by the user of the subscriber communication device, an operation 706 is performed indicating a text messaging based response is to be used. Facilitating the notification of text messaging is discussed in greater detail below. In response to the offer for text messaging based response not being accepted, an operation 708 is performed for facilitating system-managed virtual mediation. The operations 201 through 220 depicted in FIGS. 5A and 5B are an embodiment of the operation 708 for facilitating system-managed virtual mediation.

An embodiment of a process for facilitating the notification of text messaging use is depicted in FIG. 27. At a block 710, a mediation system in accordance with the disclosures made herein determines a text messaging capability of the caller communication device. One
embodiment of determining a text messaging capability of the first communication device includes determine the capability of the caller communication device for communicating via a designated text messaging protocol. Short Text Messaging (SMS) protocol, Internet Address Messaging (IAM) protocol, Multi Messaging Service (MMS) protocol, Enhanced Messaging Service (EMS) protocol and an Instant Text Messaging (ITM) protocol are examples of text messaging protocols capable of supporting text messaging in accordance with embodiments of the disclosures made herein. One way of determining the capability of the first communication device for communicating via a designated text messaging protocol includes identifying at least a portion of a device identifier (e.g. a telephone number) associated with the first communication device on a list of device identifiers. For example, carriers in most countries issue limited and/or exclusive prefixes for mobile telephones. Accordingly, a database can be used that lists by prefixes, phone numbers, or other identifiers, those devices that are capable of supporting text messaging. For example, a specific service provider may be known to provide a specific type of text messaging support for all users having a specific prefix. By monitoring the prefix of the calling device it can be determined if the calling device can receive text messaging from the subscriber device. In addition, the database may support greater resolution than just prefix information, and allow specific telephone numbers to be used to reference what text messaging service, if any, is associated with the calling device based upon a specific telephone number.

After determining the text messaging capability of the caller communication device, the mediations system facilitates presentation of a text messaging follow-through action on the subscriber communication device at a block 712 and the text messaging follow-through action is displayed on a visual display of the subscriber communication device at a block 714. Determining the text-messaging follow-through action and transmitting the text messaging follow action to the subscriber communication device and/or transmitting a confirmation that the caller communication device is capable of text messaging are examples of facilitating presentation of the text messaging follow-through action. The text messaging follow-through action enables the subscriber to initiate a notification to the calling device that a text messaging response to the request for voice-based communication is to be used.

It is contemplated herein that the text messaging follow-through action may be one of a
plurality of offered and selectable follow-through actions. For example, one embodiment of facilitating presentation of the text messaging follow-through action includes enabling transmission of at least one system defined text message follow-through action on a visual display of the second communication device. Examples of system-defined text message follow-through actions are depicted below in Table 7.

<table>
<thead>
<tr>
<th>Urgency Text Message</th>
<th>For indicating a request for the caller to call back the subscriber (e.g. “If urgent call back and I will pick-up”)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Additional Information Request Text Message</td>
<td>For requesting for a response via a text message (e.g. “Text me back with more information and I’ll reply via a text message”)</td>
</tr>
<tr>
<td>Call-Back Notification Text Message</td>
<td>For indicating an intent to initiate a voice-based call at a later point in time (e.g. “I’ll call you back later today”)</td>
</tr>
<tr>
<td>Notify only of Text Message</td>
<td>For indicating that the user of the subscriber device will send a text message that is not one of the options.</td>
</tr>
<tr>
<td>Re-Direct Text Message</td>
<td>For offering an alternate contact number for contacting a user of the second communication device (e.g. “Call back on this number: 512-123-4567”)</td>
</tr>
</tbody>
</table>

**TABLE 7**

In response to the subscriber selecting the text messaging follow-through action (i.e. opting-in to a text messaging response), a text messaging follow-through notification is transmitted from the subscriber communication device for reception by the mediation system at a block 716 and is received by the mediation system at a block 718. The text messaging follow-through notification is an example of a transmission capable of informing the mediation system that the text messaging follow-through action has been selected. In response to receiving the text messaging follow-through notification, the mediation system transmits an audio-based text message notification for reception by the caller communication device at a block 720, which indicates a text message is to be received at the calling device. In addition to the caller communication device receiving the text message notification at a block 722, the caller communication device facilitates presentation of the text message notification at a block 724. Audibly announcing the text message notification via an audio output component of the caller communication device (i.e. a speaker) is an example of how the caller communication device facilitates presentation of the text message notification. Signaling (e.g. audible ringing) associated with the request for voice based communication is postponed at the caller communication device during the audible announcement of the text message notification.

The text message notification includes a first portion capable of informing a caller
associated with the caller communication device that a text message is intended to be transmitted to the caller communication device. The text message notification may further include a second portion capable of informing the caller of a procedure for facilitating transmission of a voice-based mail message (i.e. a voice mail message) for reception by a voice-based mail system (e.g. a voice mail system) associated with the subscriber. Instructing the caller to wait until a voice mail option is audibly offered or instructing the caller to select a particular button for immediately initiating a voice-based mail message are examples of informing the caller of a procedure for facilitating transmission of a voice-based mail message.

In an embodiment of the disclosures made herein wherein a voice mail follow-through option is not offered to the caller (e.g. voice mail functionality not available), the mediation system terminates the request for voice-based communication at a block 726 after transmitting the text message notification. Hanging up on the caller is an example of terminating the request for voice-based communication. In an embodiment of the disclosures made herein, wherein a voice mail follow-through option is offered to the caller in response to the passing of a prescribed period of waiting after the text message notification is presented, the mediation system facilitates resumed signaling (e.g. audible ringing) functionality at caller communication device at a block 728 after audible presentation of the text message notification is completed. In this manner, the mediation system enables a voice-based mail message system to intercept the request for voice based communication.

Block 717 of FIG. 27 illustrates an embodiment whereby the transmission of the selected text message is performed by the subscriber device. In this embodiment, the text message to be transmitted was determined at the time the user of the subscriber device selected the text notification option, and subsequently the subscriber device will transmit the message to the calling device. For example, the first of the first four options of Table 7 indicate the text message that is to be sent as a result of a particular option being selected. Therefore, the subscriber device can transmit the message to the calling device, once the option is selected by the user. The information needed by the subscriber device to transmit text message to the calling device will depend upon the type of text messaging being used, but will generally comprise the phone number of the calling device. Once an option with a specific text message is selected, the subscriber device will transmit to the calling device the indicated text message.
The transmission of text data will be facilitated by control data and/or software provided by the mediation system to the subscriber communication device based upon the type of text messaging being used.

Block 729 illustrates a step used in an alternate embodiment whereby the mediation system, and not the subscriber device, provides the text message to the calling device. Note that the last option of Table 7 indicates to the mediation system that no text message is to be sent by the mediation system, only the predefined text message.

The first option of Table 7 anticipates that the user of the subscriber device may be willing to allow a subsequent call from the calling device to be answered, or otherwise handled differently, if it is urgent, or otherwise desired by the caller. One embodiment of such an offering is illustrated in FIG. 28, where at step 731 it is determined if the option selected at the subscriber device enables the use of such an urgent call back feature. If so, at step 732 an identifier unique to the calling device is added to a passthru list maintained by the mediation system. The passthru list may be incorporated in the mediate system as a policy 35e as illustrated in FIG. 7. At step 733, the user of the calling device is notified that a call back will result in the user of the subscriber device handling the call in a different manner (e.g. answering the call). The method of FIG. 28 splits into two functional paths, the first including step 734. At step 734, the identifier added to a passthru list at step 732 is removed. Generally, the identifier will be removed from the passthru list based on the passing of some amount of time.

The second path, which is time independent of the first path includes step 735 where a call is received from the calling device. Next at step 736, the mediation system checks the passthru list to determine if the calling device is to receive alternate handling (e.g. ring the subscriber device directly). If on the passthru list the call is processed by step 738 which performs the alternate handling. If not on the list, for example because a time out cased the identifier to be removed at step 734, the call is handled in a normal manner at step 739.

It will be appreciated that the call back feature described with reference to FIG. 28 can be implemented as part of the text messaging sequence, or as a stand alone feature. For example, one embodiment, of enabling the subsequent request to be accepted by the subscriber includes transmitting a text message designating instructions for submitting the subsequent request (e.g.
a note to dial/redial a particular telephone number).

Embodiments of the systems, apparatus and methods disclosed herein provide advantageous and beneficial results relative to conventional mediation solutions. Such embodiments use all appropriate and available resources to interact with a mediated party. It does not depend on the mediated party being a mediation subscriber or having a smart phone. The device independent nature, with respect to the mediate party, places few restrictions on the breadth of communication. Furthermore, mediation is carried out in a very similar manner, as would mediation done personally by the mediation subscriber.

The methods disclosed herein negotiate with mediated parties with the ultimate goal of connecting the two parties. Connecting the two parties may be via a scheduled telephone call or a mediated service commitment such as a taxi reservation. The objective of the mediation system is to continually and dynamically act on the behalf of the mediation subscriber when the mediation subscriber cannot personally participate in a dynamic, personal and time-consuming manner. To this end, one aspect is the ability to identify and analyze contextual information associated with the mediation subscriber and the mediated party. Accordingly, advantageous and beneficial results are achieved as a result of separating the availability individuals from the availability of their respective communication devices.

Some types of the mediation subscriber communications devices, such as smart phones, include data processing capabilities. For example, some smart phones are capable of running JAVA-based programs. It is contemplated that such data processing capabilities will permit at least a portion of the operations and steps of the methods disclosed herein to be performed by the mediation subscriber communication device acting as the mediation system rather than solely by a separate mediation system. For example, in some instances, it may be desirable and advantageous for all or some menu follow-through actions to be prepared by the mediation subscriber communication device 16.

The various functions and components in the present application may be implemented using an information handling machine such as a data processor, or a plurality of data processing devices. Such a data processor may be a microprocessor, microcontroller, microcomputer, digital signal processor, state machine, logic circuitry, and/or any device that
manipulates digital information based on operational instruction, or in a predefined manner. Generally, the various functions, and systems represented by block diagrams herein are readily implemented by one of ordinary skill in the art using one or more of the implementation techniques listed herein.

When a data processor for issuing instructions is used, the instructions may be stored in memory. Such a memory may be a single memory device or a plurality of memory devices. Such a memory device may be read-only memory device, random access memory device, magnetic tape memory, floppy disk memory, hard drive memory, external tape, and/or any device that stores digital information. Note that when the data processor implements one or more of its functions via a state machine or logic circuitry, the memory storing the corresponding instructions may be embedded within the circuitry that includes a state machine and/or logic circuitry, or it may be unnecessary because the function is performed using combinational logic.

Such an information handling machine may be a system, or part of a system, such as a computer, a personal digital assistant (PDA), a hand held computing device, a cable set-top box, an Internet capable device, such as a cellular phone, and the like.

Sections indicating Specific novel embodiments of the present disclosure are outlined below.

SECTION 1 SPECIFIC EMBODIMENTS

The paragraphs in this section, beginning with paragraph 1, are specific novel embodiments of the disclosure:

1. A method for facilitating mediated virtual communication, comprising:
   receiving, by a mediation system, a communication request;
   determining, by the mediation system, a context associated with the communication request in response to receiving the communication request; and
   preparing, by the mediation system, contextual decision information in response to determining the context.
2. The method of paragraph 1 wherein:
receiving the communication request includes receiving an inbound communication request; and
preparing said contextual decision information includes preparing a plurality of follow-through actions and preparing a communication summary including a plurality of context components.

3. The method of paragraph 2, further comprising:
transmitting the plurality of follow-through actions and the communication summary from the mediation system for reception by a mediation subscriber communication device;
receiving, by the mediation system from the mediation subscriber communication device, a selected one of the follow-through actions; and facilitating a mediated follow-through operation based at least partially on the selected one of the follow-through actions.

4. The method of paragraph 3, wherein facilitating the mediated follow-through operation includes:
determining a mediation subscriber behavior relating to the communication request; and performing the mediated follow-through operation based at least partially on the mediation subscriber behavior.

5. The method of paragraph 3, further comprising:
updating a data set in a mediation subscriber profile in response to receiving a follow-through action.

6. The method of paragraph 5 wherein updating the data set includes updating a policy data set.

7. The method of paragraph 5 wherein updating the data set includes updating an action history data set.
8. The method of paragraph 5 wherein updating the data set includes updating a communication history data set.

9. The method of paragraph 5 wherein updating the data set includes updating an availability history data set.

10. The method of paragraph 5 wherein updating the data set includes updating a mediation activity data set.

11. The method of paragraph 5 wherein updating the data set includes archiving information associated with the communication request, archiving an availability status associated with the communication request and archiving a selected follow-through action associated with the inbound communication.

12. The method of paragraph 1 wherein:
   receiving the communication request includes receiving an outbound communication request from the mediation subscriber communication device; and
   preparing said contextual decision information includes preparing a plurality of follow-through actions.

13. The method of paragraph 12, further comprising:
   transmitting the plurality of follow-through actions for reception by the mediation subscriber communication device;
   receiving, by the mediation system from the mediation subscriber communication device, a selected one of the follow-through actions; and
   facilitating a mediated follow-through operation based at least partially on the selected one of the follow-through actions.

14. The method of paragraph 1 wherein determining the context includes analyzing a data set associated with a mediation subscriber profile.
15. The method of paragraph 14 wherein analyzing the data set includes analyzing a policy data set.

16. The method of paragraph 14 wherein analyzing the data set includes analyzing an action history data set.

17. The method of paragraph 14 wherein analyzing the data set includes analyzing a communication history data set.

18. The method of paragraph 14 wherein analyzing the data set includes analyzing an availability history data set.

19. The method of paragraph 14 wherein analyzing the data set includes analyzing a mediation activity data set.

20. The method of paragraph 1 wherein determining the context includes determining a present availability status.

21. The method of paragraph 20 wherein determining the present availability status includes determining the present availability status of a mediation subscriber.

22. The method of paragraph 20 wherein determining the present availability status includes determining the present availability status of a mediated party.

23. The method of paragraph 1, further comprising: determining a system-imposed follow-through action; and facilitating a mediated follow-through operation based at least partially on the system-imposed follow-through action.

24. The method of paragraph 23 wherein determining the system-imposed follow-through action includes determining a default follow-through action designated in a mediation subscriber profile.
25. The method of paragraph 24 wherein determining a default follow-through action includes determining a voice mailbox address.

26. The method of paragraph 23 wherein determining the system-imposed follow-through action includes determining a behavior-specific follow-through action.

27. The method of paragraph 26 wherein determining a behavior-specific follow-through action includes determining a voice mailbox address.

28. The method of paragraph 27 wherein determining the behavior-specific follow-through action includes analyzing a policy data set.

29. The method of paragraph 27 wherein determining the behavior-specific follow-through action includes analyzing an action history data set.

30. The method of paragraph 27 wherein determining the behavior-specific follow-through action includes analyzing a communication history data set.

31. The method of paragraph 27 wherein determining the behavior-specific follow-through action includes analyzing an availability history data set.

32. The method of paragraph 27 wherein determining the behavior-specific follow-through action includes analyzing a mediation activity data set.

33. A method for facilitating mediated virtual communication, comprising:
receiving, by a mediation system, an inbound communication request;
determining, by the mediation system, a context associated with the communication request in response to receiving the inbound communication request;
preparing, by the mediation system, contextual decision information in response to determining the context, wherein preparing said contextual decision information includes preparing a plurality of follow-through actions and preparing a communication summary including a plurality of context components;
transmitting the plurality of follow-through actions and the communication summary from the mediation system for reception by a mediation subscriber communication device;
receiving, by the mediation system from the mediation subscriber communication device, a selected one of the follow-through actions; and
facilitating a mediated follow-through operation based at least partially on the selected one of the follow-through actions.

34. The method of paragraph 33, wherein facilitating the mediated follow-through operation includes:
determining a mediation subscriber behavior relating to the communication request; and performing the mediated follow-through operation based at least partially on the mediation subscriber behavior.

35. The method of paragraph 33, further comprising:
updating a data set in a mediation subscriber profile in response to receiving a follow-through action.

36. The method of paragraph 35 wherein updating the data set includes updating a data set selected from a group of data sets consisting of an action history data set, a communication history data set, an availability history data set, a mediation activity data set.

37. The method of paragraph 35 wherein updating the plurality of data sets includes archiving information associated with the communication request, archiving an availability status associated with the communication request and archiving a selected follow-through action associated with the inbound communication.

38. The method of paragraph 33 wherein determining the context includes determining a present availability status.
39. The method of paragraph 38 wherein determining the present availability status includes determining the present availability status of a mediation subscriber.

40. The method of paragraph 38 wherein determining the present availability status includes determining the present availability status of a mediated party.

41. A method for facilitating mediated virtual communication, comprising:
receiving, by a mediation system, an outbound communication request;
determining, by the mediation system, a context associated with the communication request in response to receiving the communication request;
preparing, by the mediation system, contextual decision information in response to determining the context, wherein preparing said contextual decision information includes preparing a plurality of follow-through actions;
transmitting the plurality of follow-through actions for reception by a mediation subscriber communication device;
receiving, by the mediation system from the mediation subscriber communication device, a selected one of the follow-through actions; and
facilitating a mediated follow-through operation based at least partially on the selected one of the follow-through actions.

42. The method of paragraph 41 wherein determining the context includes analyzing a data set associated with a mediation subscriber profile.

43. The method of paragraph 41 wherein determining the context includes determining a present availability status.

44. The method of paragraph 43 wherein determining the present availability status includes determining the present availability status of a mediation subscriber.

45. The method of paragraph 43 wherein determining the present availability status includes determining the present availability status of a mediated party.
46. A method for facilitating mediated virtual communication, comprising:
receiving, by a mediation system, a communication request;

determining, by the mediation system, a context associated with the communication
request in response to receiving the communication request, wherein
determining the context includes analyzing a data set associated with a
mediation subscriber profile and determining a present availability status; and
preparing, by the mediation system, contextual decision information in response to
determining the context.

47. The method of paragraph 46, further comprising:
determining a system-imposed follow-through action; and
facilitating a mediated follow-through operation based at least partially on the system-
imposed follow-through action.

48. A computer program product, comprising:
a computer program processable by a data processor to implement a mediation system;

and

an apparatus from which the computer program is accessible by the data processor;
the computer program capable of enabling the data processor to:
receive a communication request;
determine a context associated with the communication request in response to receiving
the communication request; and
prepare contextual decision information in response to determining the context.

49. The computer program product of paragraph 48 wherein the computer program is
further capable of enabling the data processor to:
receive the communication request includes enabling the data processor to receive an
inbound communication request; and
preparing said contextual decision information includes enabling the data processor to
prepare a plurality of follow-through actions and to prepare a communication
summary including a plurality of context components.
50. The computer program product of paragraph 49 wherein the computer program is further capable of enabling the data processor to:
transmit the plurality of follow-through actions and the communication summary from the data processor for reception by a mediation subscriber communication device;
receive, by the data processor from the mediation subscriber communication device, a selected one of the follow-through actions; and
facilitate a mediated follow-through operation based at least partially on the selected one of the follow-through actions.

51. The computer program product of paragraph 50 enabling the data processor to facilitate the mediated follow-through operation includes enabling the data processor to:
determine a mediation subscriber behavior relating to the communication request; and
perform the mediated follow-through operation based at least partially on the mediation subscriber behavior.

52. The computer program product of paragraph 50 wherein the computer program is further capable of enabling the data processor to:
update a data set in a mediation subscriber profile in response to receiving a follow-through action.

53. The computer program product of paragraph 52 wherein enabling the data processor to update the data set includes enabling the data processor to update a data set selected from a group of data sets consisting of a policy data set, an action history data set, a communication history data set, an availability history data set and a mediation activity data set.

54. The computer program product of paragraph 52 wherein enabling the data processor to update the data set includes enabling the data processor to archive information associated with the communication request, archive an availability status associated with the communication request and archive a selected follow-through action associated with the inbound communication.
55. The computer program product of paragraph 48 wherein the computer program is
further capable of enabling the data processor to:
receive a communication request includes enabling the data processor to receive an
outbound communication request; and
prepare said contextual decision information includes enabling the data processor to
prepare a plurality of follow-through actions.

56. The computer program product of paragraph 55 wherein the computer program is
further capable of enabling the data processor to:
transmit the plurality of follow-through actions for reception by a mediation subscriber
communication device;
receive, by the data processor from the mediation subscriber communication device, a
selected one of the follow-through actions; and
facilitate a mediated follow-through operation based at least partially on the selected
one of the follow-through actions.

57. The computer program product of paragraph 48 wherein enabling the data processor to
determine the context includes enabling the data processor to analyze a data set
associated with a mediation subscriber profile.

58. The computer program product of paragraph 57 wherein enabling the data processor to
analyze the data set includes enabling the data processor to analyze a data set selected
from the group of data sets consisting of a policy data set, an action history data set, a
communication history data set, an availability history data set and a mediation activity
data set.

59. The computer program product of paragraph 48 wherein enabling the data processor to
determine the context includes enabling the data processor to determine a present
availability status.
60. The computer program product of paragraph 59 wherein enabling the data processor to determine the present availability status includes enabling the data processor to determine the present availability status of a mediation subscriber.

61. The computer program product of paragraph 59 wherein enabling the data processor to determine the present availability status includes enabling the mediation to determine the present availability status of a mediated party.

62. The computer program product of paragraph 48 wherein the computer program is further capable of enabling the data processor to:
- determine a system-imposed follow-through action; and
- facilitate a mediated follow-through operation based at least partially on the system-imposed follow-through action.

63. The computer program product of paragraph 62 wherein enabling the data processor to determine the system-imposed follow-through action includes enabling the data processor to determine a default follow-through action designated in a mediation subscriber profile.

64. The computer program product of paragraph 63 wherein enabling the data processor to determine a default follow-through action includes enabling the data processor to determine a voice mailbox address.

65. The computer program product of paragraph 62 wherein enabling the data processor to determine the system-imposed follow-through action includes enabling the data processor to determine a behavior-specific follow-through action.

66. The computer program product of paragraph 65 wherein enabling the data processor to determine a behavior-specific follow-through action includes enabling the data processor to determine a voice mailbox address.
67. The computer program product of paragraph 65 wherein enabling the data processor to
determine the behavior-specific follow-through action includes enabling the data
processor to analyze a data set selected from a group of data sets consisting of a policy
data set, an action history data set, a communication history data set, an availability
history data set and a mediation activity data set.

68. A computer program product, comprising:
a computer program processable by a data processor to implement a mediation system;
and
an apparatus from which the computer program is accessible by the data processor;
the computer program capable of enabling the data processor to:
receive a communication request;
determine a context associated with the communication request in response to
receiving the inbound communication request;
prepare contextual decision information in response to determining the context,
wherein preparing said contextual decision information includes
preparing a plurality of follow-through actions and preparing a
communication summary including a plurality of context components;
transmit the plurality of follow-through actions and the communication
summary from the data processor for reception by a mediation subscriber
communication device;
receive, by the data processor from the mediation subscriber communication
device, a selected one of the follow-through actions; and
facilitate a mediated follow-through operation based at least partially on the
selected one of the follow-through actions.

69. A system for facilitating mediated virtual communication, comprising:
a system to connect to a data packet network and to a voice network, the system to:
receive a communication request;
determine a context associated with the communication request in response to
receive the communication request; and
preparing contextual decision information in response to determining the context.

70. The system of paragraph 68 wherein:
the mediation system includes a data packet client and a computer-telephone interface
client; the data packet network includes a data packet server;
the voice network includes a computer-telephone interface client sever and an interactive voice response system connected to the computer-telephone interface; and
the mediation system is to:
facilitate data packet-based communication with a mediation subscriber for preparing said contextual decision information;
facilitate voice-based communication with a mediated party for transmitting a follow-through action associated with said contextual decision information to the mediated party.

SECTION 2 SPECIFIC EMBODIMENTS

The paragraphs in this section, beginning with paragraph 1, are specific novel embodiments of the present disclosure:

1. A method for facilitating mediated virtual communication, comprising:
facilitating data-based communication, between a mediation subscriber communication device and a mediation system, for performing a decision operation with a mediation subscriber; and
facilitating voice-based communication, by the mediation system, for performing a mediated follow-through operation associated with a mediated party.

2. The method of paragraph 1 wherein facilitating data-based communication includes transmitting, for reception by the mediation subscriber communication device, data including a contextual communication summary.
3. The method of paragraph 2 wherein facilitating data-based communication includes transmitting, for reception by the mediation subscriber communication device, data including a plurality of follow-through actions.

4. The method of paragraph 3 wherein facilitating data-based communication includes receiving, from the mediation subscriber communication device, data including a selected follow-through action after transmitting the data including the contextual communication summary and the data packet including the plurality of follow-through actions.

5. The method of paragraph 1, further comprising:
facilitating data-based communication, between the mediation system and the mediation subscriber communication device, for receiving an availability status from the mediation subscriber communication device.

6. The method of paragraph 5 wherein facilitating data-based communication for receiving an availability status includes:
transmitting, for reception by the mediation subscriber communication system, data including a plurality of availability selectors; and
receiving, from the mediation subscriber communication device, data including a present availability status after transmitting the data packet including the plurality of availability selectors.

7. The method of paragraph 5 wherein facilitating data-based communication for receiving an availability status includes:
receiving, from the mediation subscriber communication device, data including a present availability status.

8. The method of paragraph 1 wherein facilitating data-based communication includes:
transmitting, for reception by the mediation subscriber communication device, data including a contextual communication summary; and
receiving, from the mediation subscriber communication device, data including a
selected follow-through action after transmitting the data packet including the
contextual communication summary.

9. The method of paragraph 1 wherein facilitating data-based communication includes:
determining a selected mediation information menu from a plurality of mediation
information menus; and
transmitting, from the mediation system for reception by the mediation subscriber
communication device, data including the selected mediation information menu.

10. The method of paragraph 9 wherein determining the selected mediation information
menu includes determining the selected mediation information menu from an
availability status menu.

11. The method of paragraph 9 wherein determining the selected mediation information
menu includes determining the selected mediation information menu from a follow-
through action menu.

12. The method of paragraph 9 wherein determining the selected mediation information
menu includes determining the selected mediation information menu from an options
menu.

13. The method of paragraph 9 wherein determining the selected mediation information
menu includes determining the selected mediation information menu from a services
menu.

14. The method of paragraph 9 wherein determining the selected mediation information
menu includes determining the selected mediation information menu from an
arrangement options menu.

15. A method for facilitating mediated virtual communication, comprising:
facilitating data-based communication, between a mediation subscriber communication
device and a mediation system, for performing a decision operation with a
mediation subscriber, wherein facilitating said data-based communication
includes:

determining a selected mediation information menu from a group of mediation
information menus consisting of an availability status menu, a follow-
through action menu, an options menu, a services menu and an
arrangement options menu; and
transmitting, from the mediation system for reception by the mediation
subscriber communication device, data including the selected mediation
information menu; and
facilitating voice-based communication, by the mediation system, for
performing a mediated follow-through operation associated with a
mediated party.

16. The method of paragraph 15 wherein facilitating data-based communication includes:
transmitting, for reception by the mediation subscriber communication device, data
including a contextual communication summary and data including a plurality
of follow-through actions; and
receiving, from the mediation subscriber communication device, data including a
selected follow-through action after transmitting the data packet including the
contextual communication summary and the data packet including the plurality
of follow-through actions.

17. The method of paragraph 15, further comprising:
facilitating data-based communication, between the mediation system and the mediation
subscriber communication device, for receiving an availability status from the
mediation subscriber communication device.

18. The method of paragraph 17 wherein facilitating data-based communication for
receiving an availability status includes:
transmitting, for reception by the mediation subscriber communication system, data
including a plurality of availability selectors; and
receiving, from the mediation subscriber communication device, data including a
present availability status after transmitting the data packet including the
plurality of availability selectors.

19. The method of paragraph 15 wherein facilitating data-based communication includes:
transmitting, for reception by the mediation subscriber communication device, data
including a contextual communication summary; and
receiving, from the mediation subscriber communication device, data including a
selected follow-through action after transmitting the data packet including the
contextual communication summary.

20. A computer program product, comprising:
a computer program processable by a mediation system; and
an apparatus from which the computer program is accessible by the mediation system;
the computer program capable of enabling the mediation system to:
facilitate data-based communication, between a mediation subscriber
communication device and the mediation system, for performing a
decision operation with a mediation subscriber; and
facilitate voice-based communication, by the mediation system, for performing a
mediated follow-through operation associated with a mediated party.

21. The computer program product of paragraph 20 wherein enabling the mediation system
to facilitate data-based communication includes enabling the mediation system to
transmit, for reception by the mediation subscriber communication device, data
including a contextual communication summary.

22. The computer program product of paragraph 21 wherein enabling the mediation system
to facilitate data-based communication includes enabling the mediation system to
transmit, for reception by the mediation subscriber communication device, data
including a plurality of follow-through actions.
23. The computer program product of paragraph 22 wherein enabling the mediation system to facilitating data-based communication includes enabling the mediation system to receive, from the mediation subscriber communication device, data including a selected follow-through action after transmitting the data packet including the contextual communication summary and the data packet including the plurality of follow-through actions.

24. The computer program product of paragraph 20 wherein the computer program is further capable of enabling the mediation system to: facilitate data-based communication, between the mediation system and the mediation subscriber communication device, for receiving an availability status from the mediation subscriber communication device.

25. The computer program product of paragraph 24 wherein enabling the mediation system to facilitate data-based communication for receiving an availability status includes enabling the mediation system to: transmit, for reception by the mediation subscriber communication system, data including a plurality of availability selectors; and receive, from the mediation subscriber communication device, data including a present availability status after transmitting the data packet including the plurality of availability selectors.

26. The computer program product of paragraph 24 wherein enabling the mediation system to facilitate data-based communication for receiving an availability status includes enabling the mediation system to: receive, from the mediation subscriber communication device, data including a present availability status.

27. The computer program product of paragraph 20 wherein enabling the mediation system to facilitate data-based communication includes enabling the mediation system to: transmit, for reception by the mediation subscriber communication device, data including a contextual communication summary; and
receive, from the mediation subscriber communication device, data including a selected follow-through action after transmitting the data packet including the contextual communication summary.

28. The computer program product of paragraph 20 wherein enabling the mediation system to facilitate data-based communication includes enabling the mediation system to:
determine a selected mediation information menu from a plurality of mediation information menus; and
transmit, from the mediation system for reception by the mediation subscriber communication device, data including the selected mediation information menu.

29. The computer program product of paragraph 28 wherein enabling the mediation system to determine the selected mediation information menu includes enabling the mediation system to determine the selected mediation information menu from a group of mediation information menus consisting of an availability status menu, a follow-through action menu, an options menu; a services menu and an arrangement options menu.

30. A computer program product, comprising:
a computer program processable by a data processor to implement a mediation system; and
an apparatus from which the computer program is accessible by the data processor;
the computer program capable of enabling the data processor to:
facilitate data-based communication, between a mediation subscriber communication device and a data processor, for performing a decision operation with a mediation subscriber, wherein enabling the data processor to facilitating said data-based communication includes enabling the data processor to:
determine a selected mediation information menu from a group of mediation information menus consisting of an availability status menu, a follow-through action menu, an options menu, a services menu and an arrangement options menu; and
transmit, from the data processor for reception by the mediation subscriber communication device, data including the selected mediation information menu; and facilitate voice-based communication, by the data processor, for performing a mediated follow-through operation associated with a mediated party.

31. The computer program product of paragraph 30 wherein enabling the data processor to facilitate data-based communication enabling the includes enabling the data processor to:
transmit, for reception by the mediation subscriber communication device, data including a contextual communication summary and data including a plurality of follow-through actions; and receive, from the mediation subscriber communication device, data including a selected follow-through action after transmitting the data packet including the contextual communication summary and the data packet including the plurality of follow-through actions.

32. The computer program product of paragraph 30 wherein the computer program is further capable of enabling the data processor to:
facilitate data-based communication, between the data processor and the mediation subscriber communication device, for receiving an availability status from the mediation subscriber communication device.

33. The computer program product of paragraph 32 wherein enabling the data processor to facilitate data-based communication for receiving an availability status includes enabling the data processor to:
transmit, for reception by the mediation subscriber communication system, data including a plurality of availability selectors; and receive, from the mediation subscriber communication device, data including a present availability status after transmitting the data packet including the plurality of availability selectors.
34. The computer program product of paragraph 32 wherein enabling the data processor to facilitate data-based communication includes enabling the data processor to:
   transmit, for reception by the mediation subscriber communication device, data including a contextual communication summary; and
   receive, from the mediation subscriber communication device, data including a selected follow-through action after transmitting the data packet including the contextual communication summary.

35. A system for facilitating mediated virtual communication, comprising:
   a mediation system connected to a data packet network and to a voice network, the mediation system being capable of:
   facilitating data-based communication, between a mediation subscriber communication device and a mediation system, for performing a decision operation with a mediation subscriber; and
   facilitating voice-based communication, by the mediation system, for performing a mediated follow-through operation associated with a mediated party.

SECTION 3 SPECIFIC EMBODIMENTS

The paragraphs in this section, beginning with paragraph 1, are specific embodiments of the present disclosure:

1. A method for facilitating mediated virtual communication, comprising:
   facilitating display, on a visual display portion of a mediation subscriber communication device, of mediation information;
   facilitating designation, via a data interface portion of the mediation subscriber communication device, of selected mediation information; and
   transmitting, from the mediation subscriber communication device for reception by a mediation system, said selected mediation information.

2. The method of paragraph 1 wherein facilitating display of mediation information includes:
receiving, at the mediation subscriber communication device from the mediation system, a data including an availability selector.

3. The method of paragraph 2 wherein facilitating display of mediation information includes:
   displaying the availability selector.

4. The method of paragraph 3 wherein displaying the availability selector includes displaying an availability selector indicating presence associated with a meeting.

5. The method of paragraph 3 wherein displaying the availability selector includes displaying an availability selector for indicating presence associated with a designated time of day.

6. The method of paragraph 3 wherein displaying the availability selector includes displaying an availability selector for indicating presence associated with a day.

7. The method of paragraph 3 wherein displaying the availability selector includes displaying an availability selector for determining a priority of a communication request.

8. The method of paragraph 3 wherein facilitating designation of selected mediation information includes:

   manipulating a data interface portion of the mediation subscriber communication device for selecting one of the availability selectors and designating a present availability status.
9. The method of paragraph 8 wherein transmitting said selected mediation information includes:
   transmitting, from the mediation subscriber communication device for reception by the mediation system, a data including the present availability status.

10. The method of paragraph 1 wherein facilitating display of mediation information includes:
    receiving, at the mediation subscriber communication device from the mediation system, a data including a contextual communication summary and a plurality of follow-through actions; and
    displaying the contextual communication summary and the plurality of follow-through actions.

11. The method of paragraph 10 wherein displaying the plurality of follow-through actions includes displaying a follow-through action selection for indicating that a message will be taken.

12. The method of paragraph 10 wherein displaying the plurality of follow-through actions includes displaying a follow-through action for indicating that the mediation subscriber will initiate a return call in a designated number of minutes.

13. The method of paragraph 10 wherein displaying the plurality of follow-through actions includes displaying a follow-through action for indicating that the mediation subscriber will initiate a return call when the mediation subscriber is next available.

14. The method of paragraph 10 wherein displaying the plurality of follow-through actions includes displaying a follow-through action for indicating that the mediation subscriber would like to schedule a return call.
15. The method of paragraph 10 wherein displaying the plurality of follow-through actions includes displaying a follow-through action for enabling an incoming call to be transferred.

16. The method of paragraph 10 wherein facilitating designation of selected mediation information includes:
    manipulating a data interface portion of the mediation subscriber communication device for selecting one of said follow-through actions.

17. The method of paragraph 16 wherein transmitting said selected mediation information includes:
    transmitting, from the mediation subscriber communication device for reception by the mediation system, a data including said selected one of the follow-through action.

18. The method of paragraph 1 wherein facilitating display of mediation information includes:
    receiving, at the mediation subscriber communication device from the mediation system, a data including a plurality of options menu selections; and displaying an options menu selection.

19. The method of paragraph 18 wherein displaying the options menu selection includes displaying an options menu selection for enabling a call to be made.

20. The method of paragraph 18 wherein displaying the options menu selection includes displaying an option menu selection for enabling a service reservation to be made.

21. The method of paragraph 18 wherein displaying the options menu selection includes displaying an option menu selection for enabling an availability to be altered.
22. The method of paragraph 18 wherein displaying the options menu selection includes displaying an option menu selection for enabling a policy to be altered.

23. The method of paragraph 18 wherein displaying the options menu selection includes displaying an option menu selection for enabling a service preference to be altered.

24. The method of paragraph 18 wherein facilitating designation of selected mediation information includes:
manipulating a data interface portion of the mediation subscriber communication device for selecting one of the options menu selections.

25. The method of paragraph 24 wherein transmitting said selected mediation information includes:
transmitting, from the mediation subscriber communication device for reception by the mediation system, a data including the options menu selection.

26. The method of paragraph 1 wherein facilitating display of mediation information includes:
receiving, at the mediation subscriber communication device from the mediation system, a data including a mediation information menu; and displaying the mediation information menu.

27. The method of paragraph 26 wherein displaying the mediation information menu includes displaying an availability status menu.

28. The method of paragraph 26 wherein displaying the mediation information menu includes displaying a follow-through action menu.
29. The method of paragraph 26 wherein displaying the mediation information menu includes displaying an options menu.

30. The method of paragraph 26 wherein displaying the mediation information menu includes displaying a services menu.

31. The method of paragraph 26 wherein displaying the mediation information menu includes displaying an arrangement options menu.

32. The method of paragraph 26 wherein facilitating designation of selected mediation information includes:

   manipulating a data interface portion of the mediation subscriber communication device
   for designating a selected menu paragraph from the mediation information menu.

33. The method of paragraph 32 wherein transmitting said selected mediation information includes:

   transmitting, from the mediation subscriber communication device for reception by the
   mediation system, a data including the selected menu paragraph.

34. A method for facilitating mediated virtual communication, comprising:

   facilitating display, on a visual display portion of a mediation subscriber
   communication device, a mediation information, wherein facilitating display of
   said mediation information includes receiving, at the mediation subscriber
   communication device from a mediation system, a data including a contextual
   communication summary and a plurality of follow-through actions and
   displaying the contextual communication summary and the plurality of follow-
   through actions;
facilitating designation, via a data interface portion of the mediation subscriber
communication device, of selected mediation information, wherein facilitating
designation of said selected mediation information includes manipulating a data
interface portion of the mediation subscriber communication device for
selecting one of said follow-through actions; and

transmitting, from the mediation subscriber communication device for reception by the
mediation system, said selected mediation information, wherein transmitting
said selected mediation information includes transmitting, from the mediation
subscriber communication device for reception by the mediation system, a data
including the selected follow-through action.

35. The method of paragraph 34 wherein facilitating display of said mediation information
includes:
receiving, at the mediation subscriber communication device from the mediation
system, a data including an availability selector.

36. The method of paragraph 35 wherein displaying the availability selector includes
selecting the availability selector from a group of availability selectors consisting of an
availability selector for indicating presence associated with a meeting, an availability
selector for indicating presence associated with a designated time of day, an availability
selector for indicating presence associated with a day, and an availability selector for
determining a priority of a communication request.

37. The method of paragraph 34 wherein displaying the follow-through action includes
selecting the follow-through action from a group of follow-through actions consisting of
a follow-through action for indicating that a message will be taken, a follow-through
action for indicating that the mediation subscriber will initiate a return call in a
designated number of minutes, a follow-through action for indicating that the mediation
subscriber will initiate a return call when the mediation subscriber is next available, a
follow-through action for indicating that the mediation subscriber would like to
schedule a return call and a follow-through action for enabling an incoming call to be transferred.

38. The method of paragraph 34 wherein facilitating display of mediation information includes:
receiving, at the mediation subscriber communication device from the mediation system, a data including a plurality of options menu selections; and displaying an options menu selection.

39. The method of paragraph 38 wherein displaying the options menu selection includes selecting the options menu selection from a group of options menu selections consisting of an options menu selection for enabling a call to be made, an options menu selection for enabling a service reservation to be made, an options menu selection for enabling an availability to be altered, an options menu selection for enabling a policy to be altered, and an options menu selection for enabling a service preference to be altered.

40. The method of paragraph 34 wherein facilitating designation of selected mediation information includes:
manipulating a data interface portion of the mediation subscriber communication device for selecting one of the options menu selections.

41. The method of paragraph 40 wherein transmitting said selected mediation information includes:
transmitting, from the mediation subscriber communication device for reception by the mediation system, a data including the options menu selection.

42. The method of paragraph 34 wherein facilitating display of mediation information includes:
receiving, at the mediation subscriber communication device from the mediation system, a data including a mediation information menu; and displaying the mediation information menu.

43. The method of paragraph 42 wherein displaying the mediation information menu includes selecting the mediation information menu from a group of mediation information menus consisting of an availability status menu, a follow-through action menu, an options menu, a services menu and an arrangement options menu.

44. A computer program product, comprising:
a computer program processable by a data processor to implement a mediation subscriber communication device; and
an apparatus from which the computer program is accessible by the data processor;
the computer program capable of enabling the mediation subscriber communication device to:
facilitate display, on a visual display portion of the mediation subscriber communication device, of mediation information;
facilitate designation, via a data interface portion of the mediation subscriber communication device, of selected mediation information; and transmit, from the mediation subscriber communication device for reception by a mediation system, said selected mediation information.

45. The computer program product of paragraph 44 wherein enabling the mediation subscriber communication device to facilitate display of mediation information includes enabling the mediation subscriber communication device to receive, at the mediation subscriber communication device from the mediation system, a data including an availability selector.

46. The computer program product of paragraph 44 wherein enabling the mediation subscriber communication device to facilitate display of mediation information includes
enabling the mediation subscriber communication device to displaying the availability selector.

47. The computer program product of paragraph 46 wherein enabling the mediation subscriber communication device to display the availability selector includes enabling the mediation subscriber communication device to display an availability selector indicating presence associated with a meeting.

48. The computer program product of paragraph 46 wherein enabling the mediation subscriber communication device to display the availability selector includes enabling the mediation subscriber communication device to display an availability selector for indicating presence associated with a designated time of day.

49. The computer program product of paragraph 46 wherein enabling the mediation subscriber communication device to display the availability selector includes enabling the mediation subscriber communication device to display an availability selector for indicating presence associated with a day.

50. The computer program product of paragraph 46 wherein enabling the mediation subscriber communication device to display the availability selector includes enabling the mediation subscriber communication device to display an availability selector for determining a priority of a communication request.

51. The computer program product of paragraph 46 wherein enabling the mediation subscriber communication device to facilitate designation of selected mediation information includes enabling the mediation subscriber to manipulate a data interface portion of the mediation subscriber communication device for selecting one of the availability selectors and for designating a present availability status.
52. The computer program product of paragraph 51 wherein enabling the mediation subscriber communication device to transmit said selected mediation information includes enabling the mediation subscriber communication device to transmit, from the mediation subscriber communication device for reception by the mediation system, a data including the present availability status.

53. The computer program product of paragraph 44 wherein enabling the mediation subscriber communication device to facilitate display of mediation information includes enabling the mediation subscriber communication device to:

receive, at the from the mediation system, a data including a contextual communication summary and a plurality of follow-through actions; and
display the contextual communication summary and the plurality of follow-through actions.

54. The computer program product of paragraph 53 wherein enabling the mediation subscriber communication device to display the plurality of follow-through actions includes enabling the mediation subscriber communication device to display a follow-through action selection for indicating that a message will be taken.

55. The computer program product of paragraph 53 wherein enabling the mediation subscriber communication device to display the plurality of follow-through actions includes enabling the mediation subscriber communication device to display a follow-through action for indicating that the mediation subscriber will initiate a return call in a designated number of minutes.

56. The computer program product of paragraph 53 wherein enabling the mediation subscriber communication device to display the plurality of follow-through actions includes enabling the mediation subscriber communication device to display a follow-through action for indicating that the mediation subscriber will initiate a return call when the mediation subscriber is next available.
57. The computer program product of paragraph 53 wherein enabling the mediation subscriber communication device to display the plurality of follow-through actions includes enabling the mediation subscriber communication device to display a follow-through action for indicating that the mediation subscriber would like to schedule a return call.

58. The computer program product of paragraph 53 wherein enabling the mediation subscriber communication device to display the plurality of follow-through actions includes enabling the mediation subscriber communication device to display a follow-through action for enabling an incoming call to be transferred.

59. The computer program product of paragraph 53 wherein enabling the mediation subscriber communication device to facilitate designation of selected mediation information includes enabling the mediation subscriber to manipulate a data interface portion of the mediation subscriber communication device for selecting one of said follow-through actions.

60. The computer program product of paragraph 59 wherein enabling the mediation subscriber communication device to transmit said selected mediation information includes enabling the mediation subscriber communication device to transmit, from the mediation subscriber communication device for reception by the mediation system, a data including said selected one of the follow-through action.

61. The computer program product of paragraph 44 wherein enabling the mediation subscriber communication device to facilitate display of mediation information includes enabling the mediation subscriber communication device to: receive, at the mediation subscriber communication device from the mediation system, a data including a plurality of options menu selections; and display an options menu selection.
62. The computer program product of paragraph 61 wherein enabling the mediation subscriber communication device to display the options menu selection includes enabling the mediation subscriber communication device to display an options menu selection for enabling a call to be made.

63. The computer program product of paragraph 61 wherein enabling the mediation subscriber communication device to display the options menu selection includes enabling the mediation subscriber communication device to display an option menu selection for enabling a service reservation to be made.

64. The computer program product of paragraph 61 wherein enabling the mediation subscriber communication device to display the options menu selection includes enabling the mediation subscriber communication device to display an option menu selection for enabling an availability to be altered.

65. The computer program product of paragraph 61 wherein enabling the mediation subscriber communication device to display the options menu selection includes enabling the mediation subscriber communication device to display an option menu selection for enabling a policy to be altered.

66. The computer program product of paragraph 61 wherein enabling the mediation subscriber communication device to display the options menu selection includes enabling the mediation subscriber communication device to display an option menu selection for enabling a service preference to be altered.
67. The computer program product of paragraph 61 wherein enabling the mediation subscriber communication device to facilitate designation of selected mediation information includes enabling the mediation subscriber to manipulate a data interface portion of the mediation subscriber communication device for selecting one of the options menu selections.

68. The computer program product of paragraph 67 wherein enabling the mediation subscriber communication device to transmit said selected mediation information includes enabling the mediation subscriber communication device to transmit, from the mediation subscriber communication device for reception by the mediation system, a data including the options menu selection.

69. The computer program product of paragraph 44 wherein enabling the mediation subscriber communication device to facilitate display of mediation information includes enabling the mediation subscriber communication device to:
receive, at the mediation subscriber communication device from the mediation system, a data including a mediation information menu; and
display the mediation information menu.

70. The computer program product of paragraph 69 wherein enabling the mediation subscriber communication device to display the mediation information menu includes enabling the mediation subscriber communication device to display an availability status menu.

71. The computer program product of paragraph 69 wherein enabling the mediation subscriber communication device to display the mediation information menu includes enabling the mediation subscriber communication device to display a follow-through action menu.
72. The computer program product of paragraph 69 wherein enabling the mediation subscriber communication device to display the mediation information menu includes enabling the mediation subscriber communication device to display an options menu.

73. The computer program product of paragraph 69 wherein enabling the mediation subscriber communication device to display the mediation information menu includes enabling the mediation subscriber communication device to display a services menu.

74. The computer program product of paragraph 69 wherein enabling the mediation subscriber communication device to display the mediation information menu includes enabling the mediation subscriber communication device to display an arrangement options menu.

75. The computer program product of paragraph 69 wherein enabling the mediation subscriber communication device to facilitate designation of selected mediation information includes enabling the mediation subscriber communication device to manipulate a data interface portion of the mediation subscriber communication device for designating a selected menu paragraph from the mediation information menu.

76. The computer program product of paragraph 75 wherein enabling the mediation subscriber communication device to transmit said selected mediation information includes enabling the mediation subscriber communication device to transmit, from the mediation subscriber communication device for reception by the mediation system, a data including the selected menu paragraph.

77. A computer program product, comprising:
a computer program processable by a data processor of a mediation subscriber communication device; and
an apparatus from which the computer program is accessible by the data processor;
the computer program capable of enabling the mediation subscriber communication
device to:
facilitate display, on a visual display portion of the mediation subscriber
communication device, of mediation information, wherein facilitating display of
said mediation information includes receiving, at the mediation subscriber
communication device from a mediation system, a data including a contextual
communication summary and a plurality of follow-through actions and
displaying the contextual communication summary and the plurality of follow-
through actions;
facilitate designation, via a data interface portion of the mediation subscriber
communication device, of selected mediation information, wherein facilitating
designation of said selected mediation information includes manipulating a data
interface portion of the mediation subscriber communication device for
selecting one of said follow-through actions; and
transmit, from the mediation subscriber communication device for reception by the
mediation system, said selected mediation information, wherein transmitting
said selected mediation information includes transmitting, from the mediation
subscriber communication device for reception by the mediation system, a data
including the selected follow-through action.

78. The computer program product of paragraph 77 wherein enabling the mediation
subscriber communication device to facilitate display of said mediation information
includes enabling the mediation subscriber communication device to receive, at the
mediation subscriber communication device from the mediation system, a data
including an availability selector.

79. The computer program product of paragraph 78 wherein enabling the mediation
subscriber communication device to display the availability selector includes enabling
the mediation subscriber communication device to select the availability selector from a
group of availability selectors consisting of an availability selector for indicating
presence associated with a meeting, an availability selector for indicating presence associated with a designated time of day, an availability selector for indicating presence associated with a day, and an availability selector for determining a priority of a communication request.

80. The computer program product of paragraph 77 wherein enabling the mediation subscriber communication device to display the follow-through action includes enabling the mediation subscriber communication device to select the follow-through action from a group of follow-through actions consisting of a follow-through action for indicating that a message will be taken, a follow-through action for indicating that the mediation subscriber will initiate a return call in a designated number of minutes, a follow-through action for indicating that the mediation subscriber will initiate a return call when the mediation subscriber is next available, a follow-through action for indicating that the mediation subscriber would like to schedule a return call and a follow-through action for enabling an incoming call to be transferred.

81. The computer program product of paragraph 77 wherein enabling the mediation subscriber communication device to facilitate display of mediation information includes enabling the mediation subscriber communication device to:

   receive, at the mediation subscriber communication device from the mediation system, a data including a plurality of options menu selections; and

   display an options menu selection.
82. The computer program product of paragraph 81 wherein enabling the mediation subscriber communication device to display the options menu selection includes enabling the mediation subscriber communication device to select the options menu selection from a group of options menu selections consisting of an options menu selection for enabling a call to be made, an options menu selection for enabling a service reservation to be made, an options menu selection for enabling an availability to be altered, an options menu selection for enabling a policy to be altered, and an options menu selection for enabling a service preference to be altered.

83. The computer program product of paragraph 77 wherein enabling the mediation subscriber communication device to facilitate designation of selected mediation information includes enabling the mediation subscriber to manipulate a data interface portion of the mediation subscriber communication device for selecting one of the options menu selections.

84. The computer program product of paragraph 83 wherein enabling the mediation subscriber communication device to transmit said selected mediation information includes enabling the mediation subscriber communication device to transmit, from the mediation subscriber communication device for reception by the mediation system, a data including the options menu selection.

85. The computer program product of paragraph 77 wherein enabling the mediation subscriber communication device to facilitate display of mediation information includes enabling the mediation subscriber communication device to receive, at the mediation subscriber communication device from the mediation system, a data including a mediation information menu; and display the mediation information menu.

86. The computer program product of paragraph 85 wherein enabling the mediation subscriber communication device to display the mediation information menu includes
enabling the mediation subscriber communication device to select the mediation information menu from a group of mediation information menus consisting of an availability status menu, a follow-through action menu, an options menu, a services menu and an arrangement options menu.

A system for facilitating mediated virtual communication, comprising:
a mediation subscriber communication device connected to a mediation system via a
data packet network and capable of:
facilitating display, on a visual display portion of a mediation subscriber
communication device, of mediation information, wherein facilitating display of
said mediation information includes receiving, at the mediation subscriber
communication device from the mediation system, a data including a contextual
communication summary and a plurality of follow-through actions and
displaying the contextual communication summary and the plurality of follow-
through actions;
facilitating designation, via a data interface portion of the mediation subscriber
communication device, of selected mediation information, wherein facilitating
designation of said selected mediation information includes manipulating a data
interface portion of the mediation subscriber communication device for
selecting one of said follow-through actions; and
transmitting, from the mediation subscriber communication device for reception by the
mediation system, said selected mediation information, wherein transmitting
said selected mediation information includes transmitting, from the mediation
subscriber communication device for reception by the mediation system, a data
including the selected follow-through action.

The system of paragraph 87 wherein the mediation subscriber communication device is
a wireless telephone.

The system of paragraph 88 wherein:
the data packet network includes a general packet radio service; and
the wireless telephone is capable of communicating via a general packet radio system.

90. The system of paragraph 87 wherein the mediation system includes a data packet client
and the data packet network includes a data packet server.

91. The system of paragraph 87 wherein facilitating display of said mediation information
includes:
facilitating transmission, from the mediation system for reception by the mediation
subscriber communication device, of a data including an availability selector.

92. The system of paragraph 91 wherein facilitating transmission of the availability selector
includes selecting the availability selector from a group of availability selectors
consisting of an availability selector for indicating presence associated with a meeting,
an availability selector for indicating presence associated with a designated time of day,
an availability selector for indicating presence associated with a day, and an availability
selector for determining a priority of a communication request.

93. The system of paragraph 87 wherein displaying the follow-through action includes
selecting the follow-through action from a group of follow-through actions consisting of
a follow-through action for indicating that a message will be taken, a follow-through
action for indicating that the mediation subscriber will initiate a return call in a
designated number of minutes, a follow-through action for indicating that the mediation
subscriber will initiate a return call when the mediation subscriber is next available, a
follow-through action for indicating that the mediation subscriber would like to
schedule a return call and a follow-through action for enabling an incoming call to be
transferred.
94. The system of paragraph 87 wherein facilitating display of mediation information includes:
receiving, at the mediation subscriber communication device from the mediation system, a data including a plurality of options menu selections; and
displaying an options menu selection.

95. The system of paragraph 94 wherein displaying the options menu selection includes
selecting the options menu selection from a group of options menu selections consisting
of an options menu selection for enabling a call to be made, an options menu selection
for enabling a service reservation to be made, an options menu selection for enabling an
availability to be altered, an options menu selection for enabling a policy to be altered,
and an options menu selection for enabling a service preference to be altered.

96. The system of paragraph 87 wherein facilitating designation of selected mediation
information includes:
manipulating a data interface portion of the mediation subscriber communication device
for selecting one of the options menu selections.

97. The system of paragraph 96 wherein transmitting said selected mediation information
includes:
transmitting, from the mediation subscriber communication device for reception by the
mediation system, a data including the options menu selection.

98. The system of paragraph 87 wherein facilitating display of mediation information
includes:
receiving, at the mediation subscriber communication device from the mediation system, a data including a mediation information menu; and
displaying the mediation information menu.
99. The system of paragraph 98 wherein displaying the mediation information menu includes selecting the mediation information menu from a group of mediation information menus consisting of an availability status menu, a follow-through action menu, an options menu, a services menu and an arrangement options menu.

100. A system for facilitating mediated virtual communication, comprising:
    a mediation subscriber communication device connected to a mediation system via a data packet network and capable of:
    facilitating display, on a visual display portion of a mediation subscriber communication device, of mediation information;
    facilitating designation, via a data interface portion of the mediation subscriber communication device, of selected mediation information; and
    transmitting, from the mediation subscriber communication device for reception by the mediation system, said selected mediation information.

101. The system of paragraph 100 wherein:
    the mediation system includes a data packet client and a computer-telephone interface client; the data packet network includes a data packet server; and
    the voice network includes a computer-telephone interface client server and an interactive voice response system connected to the computer-telephone interface.

SECTION 4 SPECIFIC EMBODIMENTS

The paragraphs in this section, beginning with paragraph 1, are specific embodiments of the present disclosure:

1. A method for facilitating mediated virtual communication, comprising:
receiving, by a mediation system from a mediation subscriber communication device, a service selection;
determining, by the mediation system, a context associated with the service selection;
and
preparing, by the mediation system, a plurality of contextual arrangement options in response to determining the context.

2. The method of paragraph 1, further comprising:
transmitting the plurality of contextual arrangement options for reception by the mediation subscriber communication device.

3. The method of paragraph 1, further comprising:
receiving, by the mediation system from the mediation subscriber communication device, a selected one of the contextual arrangement actions; and facilitating, by the mediation system and with a service management system, a mediated follow-through operation based at least partially on the selected one of the contextual arrangement actions for generating a mediated service commitment.

4. The method of paragraph 3, further comprising:
updating a mediated commitment data set to include the mediated service commitment.

5. The method of paragraph 3 wherein facilitating the mediated follow-through operation includes;
determining a plurality of service providers;
transmitting the plurality of service providers for reception by the mediation subscriber communication device; and receiving, from the mediation subscriber communication device, a selected one of the plurality of service providers.

6. The method of paragraph 3 wherein facilitating the mediated follow-through operation includes:
establishing a computer network connection between the mediation system and the
service management system; and
performing the mediated follow-through operation with the service management system
via the computer network connection.

7. The method of paragraph 6, further comprising:
receiving, by the mediation system, confirmation information from the service
management system after performing the mediated follow-through operation.

8. The method of paragraph 7, further comprising:
updating a mediation subscriber profile to include said confirmation information.

9. The method of paragraph 8, further comprising:
providing a confirmation including at least a portion of said confirmation information to
the mediation subscriber communication device.

10. The method of paragraph 8 wherein updating the mediation subscriber profile includes
updating at least one data set associated with the mediation subscriber profile.

11. A method for facilitating mediated virtual communication, comprising:
receiving, by a mediation system from a mediation subscriber communication device, a
service selection;
determining, by the mediation system, a context associated with the service selection;
preparing, by the mediation system, a plurality of contextual arrangement options in
response to determining the context;
transmitting the plurality of contextual arrangement options for reception by the
mediation subscriber communication device;
receiving, by the mediation system from the mediation subscriber communication
device, a selected one of the contextual arrangement actions;
facilitating, by the mediation system and with a service management system, a mediated
follow-through operation based at least partially on the selected one of the
contextual arrangement actions for generating a mediated service commitment;
and
updating a mediated commitment data set to include the mediated service commitment.

12. The method of paragraph 11 wherein facilitating the mediated follow-through operation includes;
determining a plurality of service providers;
transmitting the plurality of service providers for reception by the mediation subscriber communication device;
receiving, from the mediation subscriber communication device, a selected one of the plurality of service providers;
establishing a computer network connection between the mediation system and the service management system; and
performing the mediated follow-through operation with the service management system via the computer network connection.

13. The method of paragraph 12, further comprising:
receiving, by the mediation system, confirmation information from the service management system after performing the mediated follow-through operation;
updating a mediation subscriber profile to include said confirmation information; and
providing a confirmation including at least a portion of said confirmation information to the mediation subscriber.

14. The method of paragraph 13 wherein updating the mediation subscriber profile includes updating at least one data set associated with the mediation subscriber profile.

15. A computer program product, comprising:
a computer program processable by a data processor to implement a mediation system;
and
an apparatus from which the computer program is accessible by the data processor;
the computer program capable of enabling the mediation system to:
receive, by a mediation system from a mediation subscriber communication device, a service selection; determine, by the mediation system, a context associated with the service selection; and prepare, by the mediation system, a plurality of contextual arrangement options in response to determining the context.

16. The computer program product of paragraph 15 wherein the computer program is further capable of enabling the mediation system to transmit the plurality of contextual arrangement options for reception by the mediation subscriber communication device.

17. The computer program product of paragraph 15 wherein the computer program is further capable of enabling the mediation system to:

receive, by the mediation system from the mediation subscriber communication device, a selected one of the contextual arrangement actions; and facilitate, by the mediation system and with a service management system, a mediated follow-through operation based at least partially on the selected one of the contextual arrangement actions for generating a mediated service commitment.

18. The computer program product of paragraph 17 wherein the computer program is further capable of enabling the mediation system to:

update a mediated commitment data set to include the mediated service commitment.

19. The computer program product of paragraph 17 wherein enabling the mediation system to facilitate the mediated follow-through operation includes enabling the mediation system to:

determine a plurality of service providers;

transmit the plurality of service providers for reception by the mediation subscriber communication device; and receive, from the mediation subscriber communication device, a selected one of the plurality of service providers.
20. The computer program product of paragraph 17 wherein enabling the mediation system to facilitate the mediated follow-through operation includes enabling the mediation system to:

establishing a computer network connection between the mediation system and the service management system; and

performing the mediated follow-through operation with the service management system via the computer network connection.

21. The computer program product of paragraph 20 wherein the computer program is further capable of enabling the mediation system to:

receiving, by the mediation system, confirmation information from the service management system after performing the mediated follow-through operation.

22. The computer program product of paragraph 21 wherein the computer program is further capable of enabling the mediation system to:

updating a mediation subscriber profile to include said confirmation information.

23. The computer program product of paragraph 22 wherein the computer program is further capable of enabling the mediation system to:

providing a confirmation including at least a portion of said confirmation information to the mediation subscriber.

24. The computer program product of paragraph 22 wherein enabling the mediation system to update the mediation subscriber profile includes enabling the mediation system to update at least one data set associated with the mediation subscriber profile.

25. A computer program product, comprising:

a computer program processable by a data processor to implement a mediation system;

and

an apparatus from which the computer program is accessible by the mediation subscriber communication device;

the computer program capable of enabling the mediation system to:
receive, by a mediation system from a mediation subscriber communication device, a service selection;
determine, by the mediation system, a context associated with the service selection;
prepare, by the mediation system, a plurality of contextual arrangement options in response to determining the context;
transmit the plurality of contextual arrangement options for reception by the mediation subscriber communication device;
receive, by the mediation system from the mediation subscriber communication device, a selected one of the contextual arrangement actions; and facilitate, by the mediation system and with a service management system, a mediated follow-through operation based at least partially on the selected one of the contextual arrangement actions for generating a mediated service commitment.

26. The computer program product of paragraph 25 wherein the computer program is further capable of enabling the mediation system to:
update a mediated commitment data set to include the mediated service commitment.

27. The computer program product of paragraph 25 wherein enabling the mediation system to facilitate the mediated follow-through operation includes enabling the mediation system to:
determine a plurality of service providers;
transmit the plurality of service providers for reception by the mediation subscriber communication device; and
receive, from the mediation subscriber communication device, a selected one of the plurality of service providers.

28. The computer program product of paragraph 25 wherein enabling the mediation system to facilitate the mediated follow-through operation includes enabling the mediation system to:
establish a computer network connection between the mediation system and the service management system; and
perform the mediated follow-through operation with the service management system via the computer network connection.

29. A system for facilitating mediated virtual communication, comprising:
a mediation system connected to a data packet network and to a voice network, the mediation system being capable of:
receiving, by a mediation system from a mediation subscriber communication device, a service selection;
determining, by the mediation system, a context associated with the service selection; and
preparing, by the mediation system, a plurality of contextual arrangement options in response to determining the context.

30. The system of paragraph 29 wherein:
the mediation system includes a data packet client and a computer-telephone interface client; the data packet network includes a data packet server; and the voice network includes a computer-telephone interface client sever and an interactive voice response system connected to the computer-telephone interface.

SECTION 5 SPECIFIC EMBODIMENTS

The paragraphs in this section, beginning with paragraph 1, are specific embodiments of the present disclosure:

1. A method for facilitating mediated virtual communication, comprising:
receiving, at a mediation system, an altered context component;
determining a pending mediated commitment associated with the altered context component; and
facilitating, by the mediation system, a mediated follow-through operation for altering the pending mediated commitment according to the altered context component, thereby producing an altered mediated commitment.

2. The method of paragraph 1 wherein receiving an altered context component includes receiving an altered availability status.

3. The method of paragraph 1 wherein facilitating the mediated follow-through operation includes:
   determining a revised follow-through action;
   preparing a revised follow-through communication including the revised follow-through action; and
   attempting to contact, via a mediated party communication device, a mediated party associated with the pending mediated commitment.

4. The method of paragraph 3 wherein facilitating the mediated follow-through operation includes transmitting, for reception by the mediated party communication device, the revised follow-through action in response to a mediated party being contacted.

5. The method of paragraph 4, further comprising:
   transmitting a postponement message for reception by the mediated party communication device in response to the revised follow-through action being unacceptable to the mediated party; and
   updating the mediated activity data set to reflect the postponement message being communicated.

6. The method of paragraph 4 wherein facilitating the mediated follow-through operation includes performing a mediated follow-through operation in response to the revised follow-through action being acceptable to the mediated party.

7. The method of paragraph 6, further comprising:
transmitting a postponement message for reception by the mediated party
    communication device in response to the mediated follow-through operation
    being unsuccessful at producing an altered mediated commitment; and
    updating the mediated activity data set to reflect the postponement message being
    communicated.

8. The method of paragraph 6, further comprising;
    updating the mediated activity data set to reflect an altered mediated commitment in
    response to the mediated follow-through operation successfully producing an
    altered mediated commitment.

9. The method of paragraph 1 wherein facilitating the mediated follow-through operation
    includes:
    determining a revised follow-through action;
    preparing a revised follow-through communication including the revised follow-
    through action; and
    attempting to contact, via a mediation subscriber communication device, a mediation
    subscriber associated with the pending mediated commitment.

10. The method of paragraph 9 wherein facilitating the mediated follow-through operation
    includes transmitting, for reception by the mediation subscriber communication device,
    the revised follow-through action in response to a mediation subscriber being contacted.

11. The method of paragraph 10, further comprising:
    transmitting a postponement message for reception by the mediation subscriber
    communication device in response to the revised follow-through action being
    unacceptable to the mediation subscriber; and
    updating the mediated activity data set to reflect the postponement message being
    communicated.
12. The method of paragraph 10 wherein facilitating the mediated follow-through operation includes performing a mediated follow-through operation in response to the revised follow-through action being acceptable to the mediation subscriber.

13. The method of paragraph 12, further comprising:
transmitting a postponement message for reception by the mediation subscriber communication device in response to the mediated follow-through operation being unsuccessful at producing an altered mediated commitment; and updating the mediated activity data set to reflect the postponement message being communicated.

14. The method of paragraph 12, further comprising;
updating the mediated activity data set to reflect an altered mediated commitment in response to the mediated follow-through operation successfully producing an altered mediated commitment.

15. A method for facilitating mediated virtual communication, comprising:
receiving, at a mediation system, an altered context component;
determining a pending mediated commitment associated with an altered availability status; and
facilitating, by the mediation system, a mediated follow-through operation for altering the pending mediated commitment according to the altered availability status, thereby producing an altered mediated commitment, wherein facilitating the mediated follow-through operation includes determining a revised follow-through action and preparing a revised follow-through communication including the revised follow-through action

16. The method of paragraph 15 wherein facilitating the mediated follow-through operation includes:
attempting to contact, via a mediated party communication device, a mediated party associated with the pending mediated commitment; and
transmitting, for reception by the mediated party communication device, the revised follow-through action in response to a mediated party being contacted.

17. The method of paragraph 16, further comprising:
transmitting a postponement message for reception by the mediated party
communication device in response to the revised follow-through action being unacceptable to the mediated party; and
updating the mediated activity data set to reflect the postponement message being communicated.

18. The method of paragraph 16 wherein facilitating the mediated follow-through operation includes performing a mediated follow-through operation in response to the revised follow-through action being acceptable to the mediated party.

19. The method of paragraph 18, further comprising:
transmitting a postponement message for reception by the mediated party
communication device in response to the mediated follow-through operation being unsuccessful at producing an altered mediated commitment;
updating the mediated activity data set to reflect the postponement message being communicated; and
updating the mediated activity data set to reflect an altered mediated commitment in response to the mediated follow-through operation successfully producing an altered mediated commitment.

20. The method of paragraph 15 wherein facilitating the mediated follow-through operation includes:
attempting to contact, via a mediation subscriber communication device, a mediation subscriber associated with the pending mediated commitment; and
transmitting, for reception by the mediation subscriber communication device, the revised follow-through action in response to a mediation subscriber being contacted.
21. The method of paragraph 20, further comprising:
   transmitting a postponement message for reception by the mediation subscriber
   communication device in response to the revised follow-through action being
   unacceptable to the mediation subscriber; and
   updating the mediated activity data set to reflect the postponement message being
   communicated.

22. The method of paragraph 20 wherein facilitating the mediated follow-through operation
    includes performing a mediated follow-through operation in response to the revised
    follow-through action being acceptable to the mediation subscriber.

23. The method of paragraph 22, further comprising:
    transmitting a postponement message for reception by the mediation subscriber
    communication device in response to the mediated follow-through operation
    being unsuccessful at producing an altered mediated commitment;
    updating the mediated activity data set to reflect the postponement message being
    communicated; and
    updating the mediated activity data set to reflect an altered mediated commitment in
    response to the mediated follow-through operation successfully producing an
    altered mediated commitment.

24. A computer program product, comprising:
    a computer program processable by a data processor to implement a mediation
    subscriber communication device; and
    an apparatus from which the computer program is accessible by the data processor;
    the computer program capable of enabling the mediation system to:
    receive, at a mediation system, an altered context component;
    determine a pending mediated commitment associated with the altered context
    component; and
    facilitate, by the mediation system, a mediated follow-through operation for
    altering the pending mediated commitment according to the altered
    context component, thereby producing an altered mediated commitment.
25. The computer program product of paragraph 24 wherein enabling the mediation system to enable the mediation system to receive an altered context component includes enabling the mediation system to receive an altered availability status.

26. The computer program product of paragraph 24 wherein enabling the mediation system to facilitate the mediated follow-through operation includes enabling the mediation system to:
   determine a revised follow-through action;
   prepare a revised follow-through communication including the revised follow-through action; and
   attempt to contact, via a mediated party communication device, a mediated party associated with the pending mediated commitment.

27. The computer program product of paragraph 26 wherein enabling the mediation system to facilitate the mediated follow-through operation includes enabling the mediation system to transmit, for reception by the mediated party communication device, the revised follow-through action in response to a mediated party being contacted.

28. The computer program product of paragraph 27 wherein the computer program is further capable of enabling the mediation system to:
   transmit a postponement message for reception by the mediated party communication device in response to the revised follow-through action being unacceptable to the mediated party; and
   update the mediated activity data set to reflect the postponement message being communicated.

29. The computer program product of paragraph 27 wherein enabling the mediation system to facilitate the mediated follow-through operation includes enabling the mediation system to perform a mediated follow-through operation in response to the revised follow-through action being acceptable to the mediated party.
30. The computer program product of paragraph 29 wherein the computer program is further capable of enabling the mediation system to:

transmit a postponement message for reception by the mediated party communication device in response to the mediated follow-through operation being unsuccessful at producing an altered mediated commitment; and

update the mediated activity data set to reflect the postponement message being communicated.

31. The computer program product of paragraph 29 wherein the computer program is further capable of enabling the mediation system to:

update the mediated activity data set to reflect an altered mediated commitment in response to the mediated follow-through operation successfully producing an altered mediated commitment.

32. The computer program product of paragraph 24 wherein enabling the mediation system to facilitate the mediated follow-through operation includes enabling the mediation system to:

determine a revised follow-through action;

prepare a revised follow-through communication including the revised follow-through action; and

attempt to contact, via a mediation subscriber communication device, a mediation subscriber associated with the pending mediated commitment.

33. The computer program product of paragraph 32 wherein enabling the mediation system to facilitate the mediated follow-through operation includes enabling the mediation to transmit, for reception by the mediation subscriber communication device, the revised follow-through action in response to a mediation subscriber being contacted.

34. The computer program product of paragraph 33 wherein the computer program is further capable of enabling the mediation system to:
transmit a postponement message for reception by the mediation subscriber
communication device in response to the revised follow-through action being
unacceptable to the mediation subscriber; and
update the mediated activity data set to reflect the postponement message being
communicated.

35. The computer program product of paragraph 33 wherein enabling the mediation system
to facilitate the mediated follow-through operation includes enabling the mediation
system to perform a mediated follow-through operation in response to the revised
follow-through action being acceptable to the mediation subscriber.

36. The computer program product of paragraph 35 wherein the computer program is
further capable of enabling the mediation system to:
transmit a postponement message for reception by the mediation subscriber
communication device in response to the mediated follow-through operation
being unsuccessful at producing an altered mediated commitment; and
update the mediated activity data set to reflect the postponement message being
communicated.

37. The computer program product of paragraph 35 wherein the computer program is
further capable of enabling the mediation system to:
update the mediated activity data set to reflect an altered mediated commitment in
response to the mediated follow-through operation successfully producing an
altered mediated commitment.

38. A computer program product for facilitating mediated virtual communication,
comprising:
a computer program processable by a data processor to implement a mediation
subscriber communication device; and
an apparatus from which the computer program is accessible by the mediation
subscriber communication device;
the computer program capable of enabling the mediation system to:
receive, at a mediation system, an altered context component;
determine a pending mediated commitment associated with an altered
availability status; and
facilitate, by the mediation system, a mediated follow-through operation for
altering the pending mediated commitment according to the altered
availability status, thereby producing an altered mediated commitment,
wherein facilitating the mediated follow-through operation includes
determining a revised follow-through action and preparing a revised
follow-through communication including the revised follow-through
action.

39. The computer program product of paragraph 38 wherein enabling the mediation system
to facilitate the mediated follow-through operation includes enabling the mediation
system to:
attempting to contact, via a mediated party communication device, a mediated party
associated with the pending mediated commitment; and
transmitting, for reception by the mediated party communication device, the revised
follow-through action in response to a mediated party being contacted.

40. The computer program product of paragraph 39 wherein the computer program is
further capable of enabling the mediation system to:
transmit a postponement message for reception by the mediated party communication
device in response to the revised follow-through action being unacceptable to
the mediated party; and
update the mediated activity data set to reflect the postponement message being
communicated.

41. The computer program product of paragraph 39 wherein enabling the mediation system
to facilitate the mediated follow-through operation includes enabling the mediation
system to perform a mediated follow-through operation in response to the revised
follow-through action being acceptable to the mediated party.
42. The computer program product of paragraph 41 wherein the computer program is further capable of enabling the mediation system to:

transmit a postponement message for reception by the mediated party communication device in response to the mediated follow-through operation being unsuccessful at producing an altered mediated commitment;

update the mediated activity data set to reflect the postponement message being communicated; and

update the mediated activity data set to reflect an altered mediated commitment in response to the mediated follow-through operation successfully producing an altered mediated commitment.

43. The computer program product of paragraph 38 wherein enabling the mediation system to facilitate the mediated follow-through operation includes enabling the mediation system to:

attempt to contact, via a mediation subscriber communication device, a mediation subscriber associated with the pending mediated commitment; and

transmit, for reception by the mediation subscriber communication device, the revised follow-through action in response to a mediation subscriber being contacted.

44. The computer program product of paragraph 43 wherein the computer program is further capable of enabling the mediation system to:

transmit a postponement message for reception by the mediation subscriber communication device in response to the revised follow-through action being unacceptable to the mediation subscriber; and

update the mediated activity data set to reflect the postponement message being communicated.

45. The computer program product of paragraph 43 wherein enabling the mediation system to facilitate the mediated follow-through operation includes enabling the mediation system to perform a mediated follow-through operation in response to the revised follow-through action being acceptable to the mediation subscriber.
The computer program product of paragraph 45 wherein the computer program is further capable of enabling the mediation system to:
transmit a postponement message for reception by the mediation subscriber communication device in response to the mediated follow-through operation being unsuccessful at producing an altered mediated commitment;
update the mediated activity data set to reflect the postponement message being communicated; and
update the mediated activity data set to reflect an altered mediated commitment in response to the mediated follow-through operation successfully producing an altered mediated commitment.

A system for facilitating mediated virtual communication, comprising:
a mediation system connected to a data packet network and to a voice network, the mediation system being capable of:
receiving, at a mediation system, an altered context component;
determining a pending mediated commitment associated with the altered context component; and
facilitating, by the mediation system, a mediated follow-through operation for altering the pending mediated commitment according to the altered context component, thereby producing an altered mediated commitment.

The system of paragraph 47 wherein:
the mediation system includes a data packet client and a computer-telephone interface client; the data packet network includes a data packet server; and the voice network includes a computer-telephone interface client sever and an interactive voice response system connected to the computer-telephone interface.

SECTION 6 SPECIFIC EMBODIMENTS

The paragraphs in this section, beginning with paragraph 1, are specific embodiments of the present disclosure:
1. A method, comprising:
facilitating a mediated communication session between a first communication device
and a second communication device, wherein facilitating the voice based
mediated communication session includes receiving a request for implementing
an interactive communication session;
receiving a reply for accepting the request; and
implementing the interactive communication session between the first communication
device and a third communication device in response to receiving the reply for
accepting the request.

2. The method of paragraph 1 wherein:
receiving the request for implementing includes receiving the request for implementing
from the first communication device; and
receiving the reply for accepting the request includes receiving the reply for accepting
the request from the second communication device.

3. The method of paragraph 2 wherein receiving the request for implementing from the
first communication device includes receiving the request for implementing from a
wireless communication device capable of transmitting and receiving data packets.

4. The method of paragraph 2 wherein receiving the reply for accepting the request from
the second communication device includes receiving the reply for accepting the request
from a wireless communication device capable of transmitting and receiving data
packets.

5. The method of paragraph 1 wherein:
facilitating the mediated communication session includes facilitating a voice-based
mediated communication session; and
implementing the interactive communication session includes implementing a text-
based interactive communication session.
6. The method of paragraph 5 wherein facilitating the voice-based mediated communication session includes:
facilitating text-based communication between a mediation system and the first communication device; and
facilitating voice-based communication between the mediation system and the second communication device.

7. The method of paragraph 6 wherein:
receiving the request for implementing includes receiving the request for implementing from the first communication device; and
receiving the reply for accepting the request includes receiving the reply for accepting the request from the second communication device.

8. The method of paragraph 6 wherein:
receiving the request for implementing includes receiving the request for implementing from the second communication device; and
receiving the reply for accepting the request includes receiving the reply for accepting the request from the first communication device.

9. The method of paragraph 1 wherein implementing the interactive communication session includes:
preparing log-in information for the interactive communication session;
transmitting said log-in information to the second communication device;
receiving said log-in information from the third communication device; and
authenticating said log-in information.

10. The method of paragraph 9 wherein preparing said log-in information includes generating a passcode.

11. The method of paragraph 10 wherein:
preparing generating said passcode includes generating a chronologically referenced passcode; and
authenticating said log-in information includes determining an elapsed period of time
from when the chronologically referenced passcode was generated and verifying
that the elapsed period of time is less than a prescribed validation period for
which the passcode is valid.

12. The method of paragraph 11 wherein generating a chronologically referenced passcode
includes generating a time-stamped passcode.

13. The method of paragraph 9 wherein:
receiving the request for implementing includes receiving the request for implementing
from the first communication device wherein the first communication device is
a mediated party communication device; and
preparing said log-in information includes receiving a mediated party-specified
passcode from the first communication device.

14. The method of paragraph 9 wherein:
receiving the request for implementing includes receiving the request for implementing
from the first communication device wherein the first communication device is
a mediation subscriber communication device; and
preparing said log-in information includes receiving a mediation subscriber-specified
passcode from the first communication device.

15. The method of paragraph 9 wherein preparing said log-in information further includes
generating an interactive communication session log-in address.

16. The method of paragraph 15 wherein generating the interactive communication session
log-in address includes generating a unique communication network log-in address.

17. The method of paragraph 16 wherein generating the unique communication network
log-in address includes generating a mediation subscriber specific Internet website
address.
18. The method of paragraph 9 wherein implementing the interactive communication session further includes transmitting a text session authorization notification to an interactive communication session system after authenticating said log-in information.

19. The method of paragraph 9, further comprising:
invalidating the passcode after a prescribed validation period elapses.

20. The method of paragraph 9, further comprising:
invalidating the passcode after implementing the interactive communication session.

21. The method of paragraph 1, further comprising:
managing the interactive communication session between the first communication device and the third communication device after performing an operation for implementing the interactive communication session.

22. The method of paragraph 21, further comprising:
receiving an interactive communication session authorization notification in response to implementing the interactive communication session.

23. The method of paragraph 21 wherein managing the interactive communication session includes:
displaying a textual dialog interface on a visual display of the third communication device; and
displaying a dialog response on a visual display of the first communication device.

24. The method of paragraph 23 wherein displaying the textual dialog interface includes displaying a text entry field for enabling a text message to be composed and a dialog thread field for displaying textual dialog between the first and the third communication devices.
25. The method of paragraph 23 wherein displaying the dialog response includes displaying a pre-defined dialog response.

26. The method of paragraph 25 wherein displaying the predefined dialog response includes displaying a dialog response for responding in the affirmative manner to a textual message.

27. The method of paragraph 25 wherein displaying the predefined dialog response includes displaying a dialog response for responding in a negative manner to a textual message.

28. The method of paragraph 25 wherein displaying the predefined dialog response includes displaying a dialog response for responding that a response to the textual message will be momentarily delayed.

29. The method of paragraph 23 wherein displaying the dialog response includes displaying a contextual response message associated with a context of a textual message.

30. The method of paragraph 29 wherein displaying the contextual response message includes analyzing at least a portion of the textual message.

31. The method of paragraph 23 wherein displaying the dialog response includes displaying an action-based response for initiating a system-implemented action.

32. The method of paragraph 31 wherein displaying the action-based response includes displaying a response for initiating a transfer from the interactive communication session to a telephonic communication session.

33. A method, comprising:

facilitating a voice-based mediated communication session between a first communication device and a second communication device, wherein facilitating the mediated communication session includes receiving a request for implementing a text-based interactive communication session from the first communication device;
receiving a reply for accepting the request from the second communication device; implementing the text-based interactive communication session between the first communication device and a third communication device in response to receiving the reply for accepting the request; and

managing the interactive communication session between the first communication device and the third communication device after performing an operation for implementing the interactive communication session.

34. The method of paragraph 33 wherein receiving the request for implementing from the first communication device includes receiving the request for implementing from a wireless communication device capable of transmitting and receiving data packets.

35. The method of paragraph 33 wherein receiving the reply for accepting the request from the second communication device includes receiving the reply for accepting the request from a wireless communication device capable of transmitting and receiving data packets.

36. The method of paragraph 33 wherein facilitating the voice-based mediated communication session includes:
facilitating text-based communication between a mediation system and the first communication device; and
facilitating voice-based communication between the mediation system and the second communication device.

37. The method of paragraph 33 wherein implementing the interactive communication session includes:
generating a passcode and an interactive communication session log-in address for the interactive communication session;
transmitting the passcode and the interactive communication session log-in address to the second communication device;
receiving said passcode from the third communication device; and authenticating said passcode.
38. The method of paragraph 37 wherein:
preparing generating said passcode includes generating a time-stamped passcode; and
authenticating said passcode includes determining an elapsed period of time from when
the time-stamped passcode was generated and verifying that the elapsed period
of time is less than a prescribed validation period for which the time-stamped
passcode is valid.

39. The method of paragraph 37 wherein generating the interactive communication session
log-in address includes generating a unique communication network log-in address.

40. The method of paragraph 39 wherein generating the unique communication network
log-in address includes generating a mediation subscriber specific Internet website
address.

41. The method of paragraph 33 wherein managing the interactive communication session
includes:
displaying a textual dialog interface on a visual display of the third communication
device; and
displaying a dialog response on a visual display of the first communication device

42. The method of paragraph 41 wherein displaying the textual dialog interface includes
displaying a text entry field for enabling a text message to be composed and a dialog
thread field for displaying textual dialog between the first and the third communication
devices.

43. The method of paragraph 41 wherein displaying the dialog response includes displaying
a pre-defined dialog response.

44. The method of paragraph 43 wherein displaying the predefined dialog response includes
selecting the predefined dialog response from a group of predefined dialog responses
including a dialog response for responding in the affirmative manner to a textual
message, a dialog response for responding in a negative manner to a textual message,
and a dialog response for responding that a response to the textual message will be momentarily delayed.

45. The method of paragraph 41 wherein displaying the dialog response includes analyzing at least a portion of a textual message.

46. The method of paragraph 41 wherein displaying the dialog response includes displaying a response for initiating a transfer from the interactive communication session to a telephonic communication session.

47. A data processor program product, comprising:
    a data processor program processable by at lease one data processor of a communication apparatus; and
    an apparatus from which the data processor program is accessible by said at least one data processor of the communication apparatus;
    the data processor program being capable of enabling said at least one data processor of the communication apparatus to:
    facilitate a mediated communication session between a first communication device and a second communication device, wherein facilitating the mediated communication session includes receiving a request for implementing an interactive communication session;
    receive a reply for accepting the request; and
    implement the interactive communication session between the first communication device and a third communication device in response to receiving the reply for accepting the request.

48. The data processor program product of paragraph 47 wherein:
    enabling said at least one data processor of the communication apparatus to receive the request for implementing includes enabling said at least one data processor of the communication apparatus to receive the request for implementing from the first communication device; and
enabling said at least one data processor of the communication apparatus to receive the reply for accepting the request includes enabling said at least one data processor of the communication apparatus to receive the reply for accepting the request from the second communication device.

49. The data processor program product of paragraph 48 wherein enabling said at least one data processor of the communication apparatus to receive the request for implementing from the first communication device includes enabling said at least one data processor of the communication apparatus to receive the request for implementing from a wireless communication device capable of transmitting and receiving data packets.

50. The data processor program product of paragraph 48 wherein enabling said at least one data processor of the communication apparatus to receive the reply for accepting the request from the second communication device includes enabling said at least one data processor of the communication apparatus to receive the reply for accepting the request from a wireless communication device capable of transmitting and receiving data packets.

51. The data processor program product of paragraph 47 wherein:
enabling said at least one data processor of the communication apparatus to facilitate the mediated communication session includes enabling said at least one data processor of the communication apparatus to facilitate a voice-based mediated communication session; and

enabling said at least one data processor of the communication apparatus to enabling said at least one data processor of the communication apparatus to implement the interactive communication session includes enabling said at least one data processor of the communication apparatus to implement a text-based interactive communication session.

52. The data processor program product of paragraph 51 wherein enabling said at least one data processor of the communication apparatus to facilitate the voice-based mediated communication session includes:
enabling said at least one data processor of the communication apparatus to facilitate
text-based communication between a mediation system and the first
communication device; and
enabling said at least one data processor of the communication apparatus to facilitate
voice-based communication between the mediation system and the second
communication device.

53. The data processor program product of paragraph 52 wherein:
enabling said at least one data processor of the communication apparatus to receive the
request for implementing includes receiving the request for implementing from
the first communication device; and
enabling said at least one data processor of the communication apparatus to receive the
reply for accepting the request includes receiving the reply for accepting the
request from the second communication device.

54. The data processor program product of paragraph 52 wherein:
enabling said at least one data processor of the communication apparatus to receive the
request for implementing includes enabling said at least one data processor of
the communication apparatus to receive the request for implementing from the
second communication device; and
enabling said at least one data processor of the communication apparatus to receive the
reply for accepting the request includes enabling said at least one data processor
of the communication apparatus to receive the reply for accepting the request
from the first communication device.

55. The data processor program product of paragraph 47 wherein enabling said at least one
data processor of the communication apparatus to implement the interactive
communication session includes enabling said at least one data processor of the
communication apparatus to:
prepare log-in information for the interactive communication session;
transmit said log-in information to the second communication device;
receive said log-in information from the third communication device; and
authenticate said log-in information.

56. The data processor program product of paragraph 55 wherein enabling said at least one data processor of the communication apparatus to prepare said log-in information includes enabling said at least one data processor of the communication apparatus to generate a passcode.

57. The data processor program product of paragraph 56 wherein:
   enabling said at least one data processor of the communication apparatus to prepare generating said passcode includes enabling said at least one data processor of the communication apparatus to generate a chronologically referenced passcode;
   and
   enabling said at least one data processor of the communication apparatus to authenticate said log-in information includes enabling said at least one data processor of the communication apparatus to determine an elapsed period of time from when the chronologically referenced passcode was generated and to verify that the elapsed period of time is less than a prescribed validation period for which the passcode is valid.

58. The data processor program product of paragraph 57 wherein enabling said at least one data processor of the communication apparatus to generate a chronologically referenced passcode includes enabling said at least one data processor of the communication apparatus to generate a time-stamped passcode.

59. The data processor program product of paragraph 55 wherein:
   enabling said at least one data processor of the communication apparatus to receive the request for implementing includes enabling said at least one data processor of the communication apparatus to receive the request for implementing from the first communication device wherein the first communication device is a mediated party communication device; and
   enabling said at least one data processor of the communication apparatus to prepare said log-in information includes enabling said at least one data processor of the
communication apparatus to receive a mediated party-specified passcode from the first communication device.

60. The data processor program product of paragraph 55 wherein:

enabling said at least one data processor of the communication apparatus to receive the request for implementing includes enabling said at least one data processor of the communication apparatus to receive the request for implementing from the first communication device wherein the first communication device is a mediation subscriber communication device; and

enabling said at least one data processor of the communication apparatus to prepare said log-in information includes enabling said at least one data processor of the communication apparatus to receive a mediation subscriber-specified passcode from the first communication device.

61. The data processor program product of paragraph 56 wherein said at least one data processor is further capable of enabling said at least one data processor of the communication apparatus to generate an interactive communication session log-in address.

62. The data processor program product of paragraph 61 wherein enabling said at least one data processor of the communication apparatus to generate the interactive communication session log-in address includes enabling said at least one data processor of the communication apparatus to generate a unique communication network log-in address.

63. The data processor program product of paragraph 62 wherein enabling said at least one data processor of the communication apparatus to generate the unique communication network log-in address includes enabling said at least one data processor of the communication apparatus to generate a mediation subscriber specific Internet website address.
64. The data processor program product of paragraph 55 wherein enabling said at least one data processor of the communication apparatus to implement the interactive communication session further includes enabling said at least one data processor of the communication apparatus to transmit a text session authorization notification to an interactive communication session system after authenticating said log-in information.

65. The data processor program product of paragraph 55 wherein said at least one data processor program is further capable of enabling said at least one data processor of the communication apparatus to:
invalidate the passcode after a prescribed validation period elapses.

66. The data processor program product of paragraph 55 wherein said at least one data processor program is further capable of enabling said at least one data processor of the communication apparatus to:
invalidate the passcode after implementing the interactive communication session.

67. The data processor program product of paragraph 47 wherein said at least one data processor program is further capable of enabling said at least one data processor of the communication apparatus to:
manage the interactive communication session between the first communication device and the third communication device after performing an operation for implementing the interactive communication session.

68. The data processor program product of paragraph 67 wherein said at least one data processor program is further capable of enabling said at least one data processor of the communication apparatus to:
receive an interactive communication session authorization notification in response to implementing the interactive communication session.

69. The data processor program product of paragraph 67 wherein enabling said at least one data processor of the communication apparatus to manage the interactive communication session includes:
enabling said at least one data processor of the communication apparatus to display a
textual dialog interface on a visual display of the third communication device;
and
enabling said at least one data processor of the communication apparatus to display a
dialog response on a visual display of the first communication device.

70. The data processor program product of paragraph 69 wherein enabling said at least one
data processor of the communication apparatus to display the textual dialog interface
includes enabling said at least one data processor of the communication apparatus to
display a text entry field for enabling a text message to be composed and a dialog thread
field for displaying textual dialog between the first and the third communication
devices.

71. The data processor program product of paragraph 69 wherein enabling said at least one
data processor of the communication apparatus to display the dialog response includes
enabling said at least one data processor of the communication apparatus to display a
pre-defined dialog response.

72. The data processor program product of paragraph 71 wherein enabling said at least one
data processor of the communication apparatus to display the predefined dialog
response includes enabling said at least one data processor of the communication
apparatus to display a dialog response for responding in the affirmative manner to a
textual message.

73. The data processor program product of paragraph 71 wherein enabling said at least one
data processor of the communication apparatus to display the predefined dialog
response includes enabling said at least one data processor of the communication
apparatus to display a dialog response for responding in a negative manner to a textual
message.

74. The data processor program product of paragraph 71 wherein enabling said at least one
data processor of the communication apparatus to display the predefined dialog
response includes enabling said at least one data processor of the communication apparatus to display a dialog response for responding that a response to the textual message will be momentarily delayed.

75. The data processor program product of paragraph 69 wherein enabling said at least one data processor of the communication apparatus to display the dialog response includes enabling said at least one data processor of the communication apparatus to display a contextual response message associated with a context of a textual message.

76. The data processor program product of paragraph 75 wherein enabling said at least one data processor of the communication apparatus to display the contextual response message includes enabling said at least one data processor of the communication apparatus to analyze at least a portion of the textual message.

77. The data processor program product of paragraph 69 wherein enabling said at least one data processor of the communication apparatus to display the dialog response includes enabling said at least one data processor of the communication apparatus to display an action-based response for initiating a system-implemented action.

78. The data processor program product of paragraph 77 wherein enabling said at least one data processor of the communication apparatus to display the action-based response includes enabling said at least one data processor of the communication apparatus to display a response for initiating a transfer from the interactive communication session to a telephonic communication session.

79. A data processor program product, comprising:
facilitating a voice-based mediated communication session between a first communication device and a second communication device, wherein facilitating the mediated communication session includes receiving a request for implementing a text-based interactive communication session from the first communication device;
receiving a reply for accepting the request from the second communication device;
implementing the text-based interactive communication session between the first
communication device and a third communication device in response to
receiving the reply for accepting the request; and
managing the interactive communication session between the first communication
device and the third communication device after performing an operation for
implementing the interactive communication session.

80. The data processor program product of paragraph 79 wherein enabling said at least one
data processor of the communication apparatus to receive the request for implementing
from the first communication device includes enabling said at least one data processor
of the communication apparatus to receive the request for implementing from a wireless
communication device capable of transmitting and receiving data packets.

81. The data processor program product of paragraph 79 wherein enabling said at least one
data processor of the communication apparatus to receive the reply for accepting the
request from the second communication device includes enabling said at least one data
processor of the communication apparatus to receive the reply for accepting the request
from a wireless communication device capable of transmitting and receiving data
packets.

82. The data processor program product of paragraph 79 wherein enabling said at least one
data processor of the communication apparatus to facilitate the voice-based mediated
communication session includes:
enabling said at least one data processor of the communication apparatus to facilitate
text-based communication between a mediation system and the first
communication device; and
enabling said at least one data processor of the communication apparatus to facilitate
voice-based communication between the mediation system and the second
communication device.

83. The data processor program product of paragraph 79 wherein enabling said at least one
data processor of the communication apparatus to implement the interactive
communication session includes enabling said at least one data processor of the
communication apparatus to:

generate a passcode and an interactive communication session log-in address for the
interactive communication session;

transmit the passcode and the interactive communication session log-in address to the
second communication device;

receive said passcode from the third communication device; and

authenticate said passcode.

84. The data processor program product of paragraph 83 wherein:

enabling said at least one data processor of the communication apparatus to generate
said passcode includes enabling said at least one data processor of the
communication apparatus to generate a time-stamped passcode; and

enabling said at least one data processor of the communication apparatus to authenticate
said passcode includes enabling said at least one data processor of the
communication apparatus to determine an elapsed period of time from when the
time-stamped passcode was generated and to verify that the elapsed period of
time is less than a prescribed validation period for which the time-stamped
passcode is valid.

85. The data processor program product of paragraph 83 wherein enabling said at least one
data processor of the communication apparatus to generate the interactive
communication session log-in address includes enabling said at least one data processor
of the communication apparatus to generate a unique communication network log-in
address.

86. The data processor program product of paragraph 85 wherein enabling said at least one
data processor of the communication apparatus to generate the unique communication
network log-in address includes enabling said at least one data processor of the
communication apparatus to generate a mediation subscriber specific Internet website
address.
87. The data processor program product of paragraph 79 wherein enabling said at least one data processor of the communication apparatus to manage the interactive communication session includes enabling said at least one data processor of the communication apparatus to:

display a textual dialog interface on a visual display of the third communication device;
and

display a dialog response on a visual display of the first communication device.

88. The data processor program product of paragraph 87 wherein enabling said at least one data processor of the communication apparatus to display the textual dialog interface includes enabling said at least one data processor of the communication apparatus to display a text entry field for enabling a text message to be composed and a dialog thread field for displaying textual dialog between the first and the third communication devices.

89. The data processor program product of paragraph 97 wherein enabling said at least one data processor of the communication apparatus to display the dialog response includes enabling said at least one data processor of the communication apparatus to display a pre-defined dialog response.

90. The data processor program product of paragraph 89 wherein enabling said at least one data processor of the communication apparatus to display the predefined dialog response includes enabling said at least one data processor of the communication apparatus to select the predefined dialog response from a group of predefined dialog responses including a dialog response for responding in the affirmative manner to a textual message, a dialog response for responding in a negative manner to a textual message, and a dialog response for responding that a response to the textual message will be momentarily delayed.

91. The data processor program product of paragraph 87 wherein enabling said at least one data processor of the communication apparatus to display the dialog response includes
enabling said at least one data processor of the communication apparatus to analyze at least a portion of a textual message.

92. The data processor program product of paragraph 87 wherein enabling said at least one data processor of the communication apparatus to display the dialog response includes enabling said at least one data processor of the communication apparatus to display a response for initiating a transfer from the interactive communication session to a telephonic communication session.

93. A communication apparatus including at least one communication session system, said at least one communication system capable of:

facilitating a mediated communication session between a first communication device and a second communication device, wherein facilitating the mediated communication session includes receiving a request for implementing an interactive communication session between the first communication device and a third communication device;

receiving a reply for accepting the request; and implementing the interactive communication session in response to receiving the reply for accepting the request.

94. The communication apparatus of paragraph 93 comprising a mediation system capable of:

facilitating the mediated communication session;

receiving the reply for accepting the request; and implementing the interactive communication system.

95. The communication apparatus of paragraph 93 comprising a mediation system and an interactive communication session system:

wherein the mediation system is capable of:

facilitating the mediated communication session; and receiving the reply for accepting the request; and wherein the interactive communication session system is capable of:
implementing the interactive communication session.

96. The communication apparatus of paragraph 93 comprising an integrated communication management system, wherein the integrated communication management system is capable of:

facilitating the mediated communication session;

receiving the reply for accepting the request; and

implementing the interactive communication session.

97. The communication apparatus of paragraph 96 wherein the integrated communication management system includes:

a mediated communication portion capable of:

facilitating the mediated communication session; and

receiving the reply for accepting the request; and

an interactive communication portion capable of:

implementing the interactive communication session.

98. The communication apparatus of paragraph 97 wherein the integrated communication management system is further capable of:

managing the interactive communication session.

99. The communication apparatus of paragraph 93 comprising a mediation system, wherein the mediation system is capable of:

receiving the request for implementing from the first communication device; and

receiving the reply for accepting the request from the second communication device.

100. The communication apparatus of paragraph 99 wherein receiving the request for implementing from the first communication device includes receiving the request for implementing from a wireless communication device capable of transmitting and receiving data packets.
101. The communication apparatus of paragraph 99 wherein receiving the reply for accepting the request from the second communication device includes receiving the reply for accepting the request from a wireless communication device capable of transmitting and receiving data packets.

SECTION 7 SPECIFIC EMBODIMENTS

The paragraphs in this section, beginning with paragraph 1, are specific embodiments of the present disclosure:

1. A method for facilitating mediated communication, comprising:
   maintaining a database including a plurality of Quality-Of-Service (QOS) factors;
   assessing at least a portion of said QOS factors for determining a capability for offering mediated communication; and
   facilitating transmission of a communication request notification for reception by a mediation subscriber communication device in response to determining that mediated communication is capable of being implemented.

2. The method of paragraph 1 wherein maintaining the database includes:
   periodically updating said QOS factors independently of receiving an inbound communication request; and
   performing a request-initiated QOS factor update in response to receiving the inbound communication request.

3. The method of paragraph 2 wherein periodically updating said QOS factors and performing the request-initiated QOS factor update each include updating at least one of a communication device factor, a device status factor, a network capability factor and a subscriber interaction factor.

4. The method of paragraph 1 wherein maintaining the database includes periodically updating QOS factors independently of receiving an inbound communication.
5. The method of paragraph 4 wherein periodically updating said QOS factors includes updating at least one of a communication device factor, a device status factor, a network capability factor and a subscriber interaction factor.

6. The method of paragraph 1 wherein maintaining the database includes performing a request-initiated QOS factor update in response to receiving the inbound communication request.

7. The method of paragraph 6 wherein performing the request-initiated QOS factor update includes updating at least one of a communication device factor, a device status factor, a network capability factor and a subscriber interaction factor.

8. The method of paragraph 1 wherein assessing said QOS factors includes assessing at least one of a communication device factor, a device status factor, a network capability factor and a subscriber interaction factor.

9. The method of paragraph 1 wherein assessing said QOS factors includes: performing an assessment duration evaluation in parallel with determining the capability for offering mediated communication and preparing the communication request notification; and terminating said assessing said evaluation in response to a maximum assessment duration being exceeded prior to evaluation of said QOS factors being completed.

10. The method of paragraph 1 wherein facilitating transmission of the communication request notification includes preparing the communication request notification in response to determining that mediated communication is capable of being implemented.

11. The method of paragraph 10 wherein preparing the communication request notification includes determining at least one follow-through option.
12. The method of paragraph 10 wherein preparing the communication request notification further includes determining a transport protocol capable of supporting transmission of the communication request notification for reception by a mediation subscriber communication device.

13. The method of paragraph 12 wherein determining the transport protocol includes assessing at least one of a communication device factor, a device status factor, a network capability factor and a subscriber interaction factor.

14. The method of paragraph 12 wherein determining the transport protocol includes selecting the transport protocol from a group of transport protocols consisting essentially of a protocol associated with Small Messaging Service (SMS), Wireless Application Protocol (WAP), Internet Protocol (IP) Datagrams and Java Applets.

15. The method of paragraph 1 wherein:
   assessing at least a portion of said QOS factors includes assessing at least one of a communication device factor, a device status factor, a network capability factor and a subscriber interaction factor for enabling determination of a transport protocol; and
   determining a transport protocol after assessing said at least one of the communication device factor, the device status factor, the network capability factor and the subscriber interaction factor.

16. The method of paragraph 15 wherein determining the transport protocol includes selecting the transport protocol from a group of transport protocols consisting essentially of a protocol associated with Small Messaging Service (SMS), Wireless Application Protocol (WAP), Internet Protocol (IP) Datagrams and Java Applets.

17. The method of paragraph 1 wherein facilitating transmission of the communication request notification includes enabling a communication request notification alert to be implemented for a prescribed duration of time prior to implementing a different type of alert associated conventionally with an inbound telephonic communication request.
18. The method of paragraph 17 wherein implementing the communication request notification alert includes utilizing an audible alert associated conventionally with a non-telephonic communication request as an audible portion of the communication request notification alert.

19. The method of paragraph 1 wherein facilitating transmission of the communication request notification includes enabling a communication request notification alert to be implemented for a prescribed duration of time prior to forwarding an inbound communication request associated with the communication request notification for reception by the mediation subscriber communication device.

20. A method for facilitating mediated communication, comprising:

periodically updating at least a portion of a plurality of Quality-Of-Service (QOS) factors independently of receiving an inbound communication request transmitted for reception by a subscriber communication device;

performing a request-initiated QOS factor update in response to receiving the inbound communication request;

assessing at least a portion of said QOS factors for determining a capability for offering mediated communication;

determining at least one notification follow-through option in response to determining that mediated communication is capable of being implemented;

determining a transport protocol capable of supporting transmission of said at least one notification follow-through option for reception by the mediation subscriber communication device in response to determining that mediated communication is capable of being implemented; and

enabling a communication request notification alert to be implemented for a prescribed duration of time prior to forwarding the inbound communication request associated with the communication request notification for reception by the mediation subscriber communication device.

21. The method of paragraph 20 wherein periodically updating said QOS factors and performing the request-initiated QOS factor update each include updating at least one of
a communication device factor, a device status factor, a network capability factor and a subscriber interaction factor.

22. The method of paragraph 20 wherein assessing said QOS factors includes assessing at least one of a communication device factor, a device status factor, a network capability factor and a subscriber interaction factor.

23. The method of paragraph 20 wherein assessing said QOS factors includes:
performing an assessment duration evaluation in parallel with determining the capability for offering mediated communication and preparing the communication request notification; and
terminating said assessing said evaluation in response to a maximum assessment duration being exceeded prior to evaluation of said QOS factors being completed.

24. The method of paragraph 20 wherein determining the transport protocol includes assessing at least one of a communication device factor, a device status factor, a network capability factor and a subscriber interaction factor.

25. The method of paragraph 24 wherein determining the transport protocol includes selecting the transport protocol from a group of transport protocols consisting essentially of a protocol associated with Small Messaging Service (SMS), Wireless Application Protocol (WAP), Internet Protocol (IP) Datagrams and Java Applets.

26. The method of paragraph 20 wherein determining the transport protocol includes selecting the transport protocol from a group of transport protocols consisting essentially of a protocol associated with Small Messaging Service (SMS), Wireless Application Protocol (WAP), Internet Protocol (IP) Datagrams and Java Applets.

27. The method of paragraph 20 wherein enabling the communication request notification alert to be implemented includes utilizing an audible alert associated conventionally with a
non-telephonic communication request as an audible portion of the communication request notification alert.

28. A method for facilitating mediated communication, comprising:
   assessing at least one Quality-Of-Service (QOS) factor for determining a capability for offering mediated communication;
   determining at least one notification follow-through option in response to determining that mediated communication is able to be implemented;
   determining a transport protocol for enabling the communication request notification to be transmitted for reception by a mediation subscriber communication device determining that mediated communication is capable of being implemented;
   wherein determining said at least one notification follow-through option and determining the transport protocol are each influenced by the assessment of said at least one QOS factor.

29. The method of paragraph 28 wherein assessing said at least one QOS factor includes assessing at least one of a communication device factor, a device status factor, a network capability factor and a subscriber interaction factor.

30. The method of paragraph 28 wherein assessing said QOS factors includes:
   performing an assessment duration evaluation in parallel with determining the capability for offering mediated communication and preparing the communication request notification; and
   terminating said assessing said evaluation in response to a maximum assessment duration being exceeded prior to evaluation of said QOS factors being completed.

31. The method of paragraph 28 wherein determining the transport protocol includes assessing at least one of a communication device factor, a device status factor, a network capability factor and a subscriber interaction factor.
32. The method of paragraph 28 wherein determining the transport protocol includes selecting
the transport protocol from a group of transport protocols consisting essentially of a
protocol associated with Small Messaging Service (SMS), Wireless Application
Protocol (WAP), Internet Protocol (IP) Datagrams and Java Applets.

33. The method of paragraph 28, further comprising:
facilitating transmission of the communication request notification to the mediation
subscriber communication device, wherein preparation of the communication request
notification and transmission of the communication request notification
are each facilitated in accordance with the transport protocol.

34. The method of paragraph 33 wherein facilitating transmission of the communication
request notification includes enabling a communication request notification alert to be
implemented for a prescribed duration of time prior to implementing a different type of
alert associated conventionally with an inbound telephonic communication request.

35. The method of paragraph 34 wherein implementing the communication request
notification alert includes utilizing an audible alert associated conventionally with a
non-telephonic communication request as an audible portion of the communication
request notification alert.

36. The method of paragraph 33 wherein facilitating transmission of the communication
request notification includes enabling a communication request notification alert to be
implemented for a prescribed duration of time prior to forwarding an inbound
communication request associated with the communication request notification for
reception by the mediation subscriber communication device.

37. A communication system, comprising:
a data processor;
a memory module coupled to data processor; and
a data processor program accessible from the memory module, wherein the data
processor program is capable of enabling the data processor to facilitate:
maintaining a database including a plurality of Quality-Of-Service (QOS) factors;
assessing at least a portion of said QOS factors for determining a capability for offering mediated communication; and
facilitating transmission of a communication request notification for reception by a mediation subscriber communication device in response to determining that mediated communication is capable of being implemented.

38. A communication system, comprising:

a data processor;
a memory module coupled to data processor; and
a data processor program accessible from the memory module, wherein the data processor program is capable of enabling the data processor to facilitate:
periodically updating at least a portion of a plurality of Quality-Of-Service (QOS) factors independently of receiving an inbound communication request transmitted for reception by a subscriber communication device;
performing a request-initiated QOS factor update in response to receiving the inbound communication request;
assessing at least a portion of said QOS factors for determining a capability for offering mediated communication;
determining at least one notification follow-through option in response to determining that mediated communication is capable of being implemented;
determining a transport protocol capable of supporting transmission of said at least one notification follow-through option for reception by the mediation subscriber communication device in response to determining that mediated communication is capable of being implemented; and
enabling a communication request notification alert to be implemented
for a prescribed duration of time prior to forwarding the inbound
communication request associated with the communication
request notification for reception by the mediation subscriber
communication device.

39. A communication system, comprising:
   a data processor;
   a memory module coupled to data processor; and
   a data processor program accessible from the memory module, wherein the data
   processor program is capable of enabling the data processor to facilitate:
   assessing at least one Quality-Of-Service (QOS) factor for determining a
   capability for offering mediated communication;
   determining at least one notification follow-through option in response
   to determining that mediated communication is able to be
   implemented;
   determining a transport protocol for enabling the communication request
   notification to be transmitted for reception by a mediation
   subscriber communication device determining that mediated
   communication is capable of being implemented;
   wherein determining said at least one notification follow-through option
   and determining the transport protocol are each influenced by the
   assessment of said at least one QOS factor.

40. A data processor program product, comprising:
   a data processor program processable by a data processor;
   an apparatus from which the data processor program is accessible by the data processor;
   and
   the data processor program being capable of enabling the data processor to facilitate:
   maintaining a database including a plurality of Quality-Of-Service
   (QOS) factors;
assessing at least a portion of said QOS factors for determining a
capability for offering mediated communication; and
facilitating transmission of a communication request notification for
reception by a mediation subscriber communication device in
response to determining that mediated communication is capable
of being implemented.

41. A data processor program product, comprising:
   a data processor program processable by a data processor;
   an apparatus from which the data processor program is accessible by the data processor;
   and
   the data processor program being capable of enabling the data processor to facilitate:
   periodically updating at least a portion of a plurality of Quality-Of-
   Service (QOS) factors independently of receiving an inbound
   communication request transmitted for reception by a subscriber
   communication device;
   performing a request-initiated QOS factor update in response to
   receiving the inbound communication request;
   assessing at least a portion of said QOS factors for determining a
   capability for offering mediated communication;
   determining at least one notification follow-through option in response
   to determining that mediated communication is capable of being implemented;
   determining a transport protocol capable of supporting transmission of
   said at least one notification follow-through option for reception
   by the mediation subscriber communication device in response to
   determining that mediated communication is capable of being implemented; and
   enabling a communication request notification alert to be implemented
   for a prescribed duration of time prior to forwarding the inbound
   communication request associated with the communication
request notification for reception by the mediation subscriber communication device.

42. A communication system, comprising:
   a data processor program processable by a data processor;
   an apparatus from which the data processor program is accessible by the data processor;
   and
   the data processor program being capable of enabling the data processor to facilitate:
      assessing at least one Quality-Of-Service (QOS) factor for determining a capability for offering mediated communication;
      determining at least one notification follow-through option in response to determining that mediated communication is able to be implemented;
      determining a transport protocol for enabling the communication request notification to be transmitted for reception by a mediation subscriber communication device determining that mediated communication is capable of being implemented;
      wherein determining said at least one notification follow-through option and determining the transport protocol are each influenced by the assessment of said at least one QOS factor.

SECTION 8 SPECIFIC EMBODIMENTS

The paragraphs in this section, beginning with paragraph 1, are specific embodiments of the present disclosure:

1. A method for facilitating mediated communication, comprising:
   receiving a voice-based communication request transmitted from a first communication device for reception by a second communication device, wherein the voice based communication request is requesting voice-based communication between the first communication device and the second communication device;
determining a capability of the first communication device for communicating via a
prescribed text messaging protocol; and
facilitating presentation of a text messaging follow-through action at the second
communication device in response to determining that the first communication
device is capable of communicating via the prescribed text messaging protocol.

2. The method of paragraph 1, further comprising:
   receiving a text messaging follow-through notification from the second communication
device after selection the text messaging follow-through action by a user of the
second communication device; and
transmitting an text message notification for reception by the first communication
device in response to receiving the text messaging follow-through notification,
wherein a first portion of the text message notification is capable of informing a
user associated with the first communication device of a text message intended
to be transmitted for reception by the first communication device from the
second communication device.

3. The method of paragraph 2, further comprising:
   terminating the voice-based communication request in response to receiving the text
messaging follow-through notification.

4. The method of paragraph 2 wherein a second portion of the text message notification is
capable of informing the user of the first communication device of a procedure for
facilitating transmission of a voice-based mail message for reception by a voice-based
mail system associated with a user of the second communication device.

5. The method of paragraph 4, further comprising:
   facilitating display of a selectable follow-through option on a visual display of the first
   communication device, wherein the selectable follow-through option is capable
   of initiating said facilitating transmission of the voice-based mail message.

6. The method of paragraph 1, further comprising:
receiving a mediation bypass notification from the second communication device; and
facilitating presentation of a mediation bypass follow-through action at the first
communication device in response to receiving the mediation by-pass
notification, wherein selection of the mediation bypass follow-through action
enables a subsequent request for voice communication from the first
communication device to be received by the second communication device.

7. The method of paragraph 6, further comprising:
   facilitating a mediation bypass time-out operation for limiting the mediation bypass
   follow-through option to be capable of being facilitated within a prescribed
duration of time.

8. The method of paragraph 1 wherein determining the capability of the first communication
device for communicating via a prescribed text messaging protocol includes
determining the capability of the first communication device for communicating via a
protocol selected from the group of text messaging protocols consisting essentially of a
Short Text Messaging protocol, an Internet Address Messaging protocol, a Multi
Messaging Service protocol, an Enhanced Messaging Service protocol and an instant
text messaging protocol.

9. The method of paragraph 1 wherein determining the capability of the first communication
device for communicating via a prescribed text messaging protocol includes identifying
at least a portion of a device identifier associated with the first communication device
on a list of device identifiers capable of communicating via the prescribed text
messaging protocol.

10. The method of paragraph 1 wherein facilitating presentation of a text messaging follow-
through action includes enabling display of at least one system-defined text message
follow-through action on a visual display of the second communication device.

11. The method of paragraph 10 wherein enabling display of said at least one system-defined
text message follow-through action includes selecting said at least one system-defined
text message option from a list of system-defined text message follow-through actions consistent essentially of a text message follow-through action indicating a call-back request, a text message follow-through action for requesting a specified informational response, a text message follow-through action for indicating a request for a response via a text message, a text message follow-through action for initiating a predefined message to be transmitted, a text message follow-through action for indicating an intent to initiate a voice-based call at a later point in time and a text message follow-through action for offering an alternate contact number for a user of the second communication device.

12. A method for facilitating mediated communication, comprising:
   transmitting a voice-based communication request from a first communication device for reception by a second communication device; and
   receiving at the first communication device, from a mediation system, a text message notification in response to the mediation system receiving the voice-based communication request, wherein a first portion of the text message notification is capable of notifying a user associated with the first communication device of a text message intended to be transmitted from the second communication device for reception by the first communication device.

13. The method of paragraph 12 wherein a second portion of the text message notification is capable of informing the user associated with the first communication device of a procedure for facilitating transmission of a voice-based mail message for reception by a voice-based mail system associated with a user of the second communication device.

14. The method of paragraph 13, further comprising:
   facilitating display of a selectable mail message follow-through option on a visual display of the first communication device in response to receiving the text message notification, wherein the selectable follow-through option is capable of initiating said facilitating transmission of the voice-based mail message.

15. The method of paragraph 13, further comprising:
initiating said facilitating transmission of the voice-based mail message in response to a
prescribed duration of time elapses after receiving the text message notification.

16. The method of paragraph 13 wherein receiving the follow-through text message
notification includes receiving a mediation bypass follow-through option at the first
communication device.

17. The method of paragraph 16, further comprising:
facilitating a mediation bypass time-out operation for limiting the mediation bypass
follow-through option to be capable of being facilitated within a prescribed
duration of time.

18. A method for facilitating mediated communication, comprising:
receiving a communication request notification after reception of a voice-based
communication request being transmitted from a first communication device
and being received by a mediation system, wherein the communication request
notification is received at a second communication device; and
facilitating presentation of a text messaging follow-through action on a visual display of
the second communication device after receiving the communication request
notification, wherein the text messaging follow-through action is capable of
initiating rejection of the voice-based communication request and initiating
transmission of a voice-based message for informing a user associated with the
first communication device of a text message intended to be transmitted for
reception by the first communication device from the second communication
device.

19. The method of paragraph 18, further comprising:
transmitting a voice-based response message for reception by the first communication
device in response to selection of the text messaging follow-through action at
the second communication device, wherein a first portion of the voice-based
response message is capable of informing the user associated with the first
communication device of the text message intended to be transmitted for
reception by the first communication device from the second communication device.

20. The method of paragraph 19 wherein transmitting the voice-based response message includes transmitting the voice-based response message from the second communication device.

21. The method of paragraph 19 wherein a second portion of the voice-based response message is capable of informing the user associated with the first communication device of a procedure for facilitating transmission of a voice-based mail message for reception by a voice-based mail system associated with a user of the second communication device.

22. The method of paragraph 19, further comprising:
   facilitating display of a mediation bypass follow-through action on a visual display of the second communication device after receiving the communication request notification.

23. The method of paragraph 22, further comprising:
   facilitating a mediation bypass time-out operation for limiting the mediation bypass follow-through action to be capable of being facilitated within a prescribed duration of time.

In the preceding detailed description, reference has been made to the accompanying drawings that form a part hereof, and in which are shown by way of illustration specific embodiments in which the invention may be practiced. These embodiments and certain variants thereof, have been described in sufficient detail to enable those skilled in the art to practice the invention. It is to be understood that other suitable embodiments may be utilized and that logical, mechanical, chemical and electrical changes may be made without departing from the spirit or scope of the invention. For example, functional blocks shown in the figures could be further combined or divided in any manner without departing from the spirit or scope of the invention. To avoid unnecessary detail, the description may omit certain information
known to those skilled in the art. The preceding detailed description is, therefore, not intended to be limited to the specific forms set forth herein, but on the contrary, it is intended to cover such alternatives, modifications, and equivalents, as can be reasonably included within the spirit and scope of the appended claims.
CLAIMS

1. A method for facilitating mediated virtual communication, comprising:
   receiving, by a mediation system, a communication request;
   determining, by the mediation system, a context associated with the communication
   request in response to receiving the communication request; and
   preparing, by the mediation system, contextual decision information in response to
   determining the context.

2. A method for facilitating mediated virtual communication, comprising:
   receiving, by a mediation system, an inbound communication request;
   determining, by the mediation system, a context associated with the communication
   request in response to receiving the inbound communication request;
   preparing, by the mediation system, contextual decision information in response to
   determining the context, wherein preparing said contextual decision information
   includes preparing a plurality of follow-through actions and preparing a
   communication summary including a plurality of context components;
   transmitting the plurality of follow-through actions and the communication summary
   from the mediation system for reception by a mediation subscriber
   communication device;
   receiving, by the mediation system from the mediation subscriber communication
   device, a selected one of the follow-through actions; and
   facilitating a mediated follow-through operation based at least partially on the selected
   one of the follow-through actions.

3. A method for facilitating mediated virtual communication, comprising:
   receiving, by a mediation system, an outbound communication request;
   determining, by the mediation system, a context associated with the communication
   request in response to receiving the communication request;
   preparing, by the mediation system, contextual decision information in response to
determining the context, wherein preparing said contextual decision information includes preparing a plurality of follow-through actions;
transmitting the plurality of follow-through actions for reception by a mediation subscriber communication device;
receiving, by the mediation system from the mediation subscriber communication device, a selected one of the follow-through actions; and
facilitating a mediated follow-through operation based at least partially on the selected one of the follow-through actions.

4. A method for facilitating mediated virtual communication, comprising:
receiving, by a mediation system, a communication request;
determining, by the mediation system, a context associated with the communication request in response to receiving the communication request, wherein determining the context includes analyzing a data set associated with a mediation subscriber profile and determining a present availability status; and
preparing, by the mediation system, contextual decision information in response to determining the context.

5. A computer program product, comprising:
a computer program processable by a data processor to implement a mediation system;
and
an apparatus from which the computer program is accessible by the data processor;
the computer program capable of enabling the data processor to:
receive a communication request;
determine a context associated with the communication request in response to receiving the communication request; and
prepare contextual decision information in response to determining the context.

6. A computer program product, comprising:
a computer program processable by a data processor to implement a mediation system;

and

an apparatus from which the computer program is accessible by the data processor;

the computer program capable of enabling the data processor to:

receive a communication request;

determine a context associated with the communication request in response to receiving the inbound communication request;

prepare contextual decision information in response to determining the context,

wherein preparing said contextual decision information includes preparing a plurality of follow-through actions and preparing a communication summary including a plurality of context components;

transmit the plurality of follow-through actions and the communication summary from the data processor for reception by a mediation subscriber communication device;

receive, by the data processor from the mediation subscriber communication device, a selected one of the follow-through actions; and

facilitate a mediated follow-through operation based at least partially on the selected one of the follow-through actions.

7. A system for facilitating mediated virtual communication, comprising:

a system to connect to a data packet network and to a voice network, the system to:

receive a communication request;

determine a context associated with the communication request in response to receiving the communication request; and

preparing contextual decision information in response to determining the context.

8. A method for facilitating mediated virtual communication, comprising:

facilitating data-based communication, between a mediation subscriber communication device and a mediation system, for performing a decision operation with a
mediation subscriber; and
facilitating voice-based communication, by the mediation system, for performing a
mediated follow-through operation associated with a mediated party.

9. A method for facilitating mediated virtual communication, comprising:
facilitating data-based communication, between a mediation subscriber communication
device and a mediation system, for performing a decision operation with a
mediation subscriber, wherein facilitating said data-based communication
includes:
determining a selected mediation information menu from a group of mediation
information menus consisting of an availability status menu, a follow-through
action menu, an options menu, a services menu and an arrangement options
menu; and
transmitting, from the mediation system for reception by the mediation subscriber
communication device, data including the selected mediation information menu;
and
facilitating voice-based communication, by the mediation system, for performing a
mediated follow-through operation associated with a mediated party.

10. A computer program product, comprising:
a computer program processable by a mediation system; and
an apparatus from which the computer program is accessible by the mediation system;
the computer program capable of enabling the mediation system to:
facilitate data-based communication, between a mediation subscriber
communication device and the mediation system, for performing a
decision operation with a mediation subscriber; and
facilitate voice-based communication, by the mediation system, for performing a
mediated follow-through operation associated with a mediated party.

11. A computer program product, comprising:
a computer program processable by a data processor to implement a mediation system;
and
an apparatus from which the computer program is accessible by the data processor;
the computer program capable of enabling the data processor to:

facilitate data-based communication, between a mediation subscriber
communication device and a data processor, for performing a decision
operation with a mediation subscriber, wherein enabling the data
processor to facilitating said data-based communication includes
enabling the data processor to:

determine a selected mediation information menu from a group of mediation
information menus consisting of an availability status menu, a follow-
through action menu, an options menu, a services menu and an
arrangement options menu; and
transmit, from the data processor for reception by the mediation subscriber
communication device, data including the selected mediation
information menu; and
facilitate voice-based communication, by the data processor, for performing a
mediated follow-through operation associated with a mediated party.

12. A system for facilitating mediated virtual communication, comprising:
a mediation system connected to a data packet network and to a voice network, the
mediation system being capable of:
facilitating data-based communication, between a mediation subscriber communication
device and a mediation system, for performing a decision operation with a
mediation subscriber; and
facilitating voice-based communication, by the mediation system, for performing a
mediated follow-through operation associated with a mediated party.

13. A method for facilitating mediated virtual communication, comprising:
facilitating display, on a visual display portion of a mediation subscriber communication device, of mediation information; facilitating designation, via a data interface portion of the mediation subscriber communication device, of selected mediation information; and transmitting, from the mediation subscriber communication device for reception by a mediation system, said selected mediation information.

14. A method for facilitating mediated virtual communication, comprising:
facilitating display, on a visual display portion of a mediation subscriber communication device, a mediation information, wherein facilitating display of said mediation information includes receiving, at the mediation subscriber communication device from a mediation system, a data including a contextual communication summary and a plurality of follow-through actions and displaying the contextual communication summary and the plurality of follow-through actions;

facilitating designation, via a data interface portion of the mediation subscriber communication device, of selected mediation information, wherein facilitating designation of said selected mediation information includes manipulating a data interface portion of the mediation subscriber communication device for selecting one of said follow-through actions; and transmitting, from the mediation subscriber communication device for reception by the mediation system, said selected mediation information, wherein transmitting said selected mediation information includes transmitting, from the mediation subscriber communication device for reception by the mediation system, a data including the selected follow-through action.

15. A computer program product, comprising:
a computer program processable by a data processor to implement a mediation subscriber communication device; and an apparatus from which the computer program is accessible by the data processor;
the computer program capable of enabling the mediation subscriber communication
device to:
facilitate display, on a visual display portion of the mediation subscriber
communication device, of mediation information;
facilitate designation, via a data interface portion of the mediation subscriber
communication device, of selected mediation information; and
transmit, from the mediation subscriber communication device for reception by a
mediation system, said selected mediation information.

16. A computer program product, comprising:
a computer program processable by a data processor of a mediation subscriber
communication device; and
an apparatus from which the computer program is accessible by the data processor;
the computer program capable of enabling the mediation subscriber communication
device to:
facilitate display, on a visual display portion of the mediation subscriber
communication device, of mediation information, wherein facilitating display of
said mediation information includes receiving, at the mediation subscriber
communication device from a mediation system, a data including a contextual
communication summary and a plurality of follow-through actions and
displaying the contextual communication summary and the plurality of follow-
through actions;
facilitate designation, via a data interface portion of the mediation subscriber
communication device, of selected mediation information, wherein facilitating
designation of said selected mediation information includes manipulating a data
interface portion of the mediation subscriber communication device for
selecting one of said follow-through actions; and
transmit, from the mediation subscriber communication device for reception by the
mediation system, said selected mediation information, wherein transmitting
said selected mediation information includes transmitting, from the mediation
subscriber communication device for reception by the mediation system, a data
including the selected follow-through action.

17. A system for facilitating mediated virtual communication, comprising:
    a mediation subscriber communication device connected to a mediation system via a
data packet network and capable of:
facilitating display, on a visual display portion of a mediation subscriber
communication device, of mediation information, wherein facilitating display of
said mediation information includes receiving, at the mediation subscriber
communication device from the mediation system, a data including a contextual
communication summary and a plurality of follow-through actions and
displaying the contextual communication summary and the plurality of follow-
through actions;
facilitating designation, via a data interface portion of the mediation subscriber
communication device, of selected mediation information, wherein facilitating
designation of said selected mediation information includes manipulating a data
interface portion of the mediation subscriber communication device for
selecting one of said follow-through actions; and
transmitting, from the mediation subscriber communication device for reception by the
mediation system, said selected mediation information, wherein transmitting
said selected mediation information includes transmitting, from the mediation
subscriber communication device for reception by the mediation system, a data
including the selected follow-through action.

18. A system for facilitating mediated virtual communication, comprising:
    a mediation subscriber communication device connected to a mediation system via a
data packet network and capable of:
facilitating display, on a visual display portion of a mediation subscriber
communication device, of mediation information;
facilitating designation, via a data interface portion of the mediation subscriber
communication device, of selected mediation information; and
transmitting, from the mediation subscriber communication device for reception by the mediation system, said selected mediation information.

19. A method for facilitating mediated virtual communication, comprising:
receiving, by a mediation system from a mediation subscriber communication device, a service selection;
determining, by the mediation system, a context associated with the service selection; and
preparing, by the mediation system, a plurality of contextual arrangement options in response to determining the context.

20. A method for facilitating mediated virtual communication, comprising:
receiving, by a mediation system from a mediation subscriber communication device, a service selection;
determining, by the mediation system, a context associated with the service selection; and
preparing, by the mediation system, a plurality of contextual arrangement options in response to determining the context;
transmitting the plurality of contextual arrangement options for reception by the mediation subscriber communication device;
receiving, by the mediation system from the mediation subscriber communication device, a selected one of the contextual arrangement actions;
facilitating, by the mediation system and with a service management system, a mediated follow-through operation based at least partially on the selected one of the contextual arrangement actions for generating a mediated service commitment; and
updating a mediated commitment data set to include the mediated service commitment.

21. A computer program product, comprising:
a computer program processable by a data processor to implement a mediation system;
and
an apparatus from which the computer program is accessible by the data processor;
the computer program capable of enabling the mediation system to:
receive, by a mediation system from a mediation subscriber communication device, a
service selection;
determine, by the mediation system, a context associated with the service selection; and
prepare, by the mediation system, a plurality of contextual arrangement options in
response to determining the context.

22. A computer program product, comprising:
a computer program processable by a data processor to implement a mediation system;
and
an apparatus from which the computer program is accessible by the mediation
subscriber communication device;
the computer program capable of enabling the mediation system to:
receive, by a mediation system from a mediation subscriber communication device, a
service selection;
determine, by the mediation system, a context associated with the service selection;
prepare, by the mediation system, a plurality of contextual arrangement options in
response to determining the context;
transmit the plurality of contextual arrangement options for reception by the mediation
subscriber communication device;
receive, by the mediation system from the mediation subscriber communication device,
a selected one of the contextual arrangement actions; and
facilitate, by the mediation system and with a service management system, a mediated
follow-through operation based at least partially on the selected one of the
contextual arrangement actions for generating a mediated service commitment.

23. A system for facilitating mediated virtual communication, comprising:
a mediation system connected to a data packet network and to a voice network, the mediation system being capable of:

receiving, by a mediation system from a mediation subscriber communication device, a service selection;

determining, by the mediation system, a context associated with the service selection; and

preparing, by the mediation system, a plurality of contextual arrangement options in response to determining the context.

24. A method for facilitating mediated virtual communication, comprising:

receiving, at a mediation system, an altered context component;

determining a pending mediated commitment associated with the altered context component; and

facilitating, by the mediation system, a mediated follow-through operation for altering the pending mediated commitment according to the altered context component, thereby producing an altered mediated commitment.

25. A method for facilitating mediated virtual communication, comprising:

receiving, at a mediation system, an altered context component;

determining a pending mediated commitment associated with a altered availability status; and

facilitating, by the mediation system, a mediated follow-through operation for altering the pending mediated commitment according to the altered availability status, thereby producing an altered mediated commitment, wherein facilitating the mediated follow-through operation includes determining a revised follow-through action and preparing a revised follow-through communication including the revised follow-through action

26. A computer program product, comprising:
a computer program processable by a data processor to implement a mediation subscriber communication device; and
an apparatus from which the computer program is accessible by the data processor;
the computer program capable of enabling the mediation system to:
receive, at a mediation system, an altered context component;
determine a pending mediated commitment associated with the altered context component; and
facilitate, by the mediation system, a mediated follow-through operation for altering the pending mediated commitment according to the altered context component,
thereby producing an altered mediated commitment.

27. A computer program product for facilitating mediated virtual communication, comprising:
a computer program processable by a data processor to implement a mediation subscriber communication device; and
an apparatus from which the computer program is accessible by the mediation subscriber communication device;
the computer program capable of enabling the mediation system to:
receive, at a mediation system, an altered context component;
determine a pending mediated commitment associated with the altered availability status; and
facilitate, by the mediation system, a mediated follow-through operation for altering the pending mediated commitment according to the altered availability status, thereby producing an altered mediated commitment, wherein facilitating the mediated follow-through operation includes determining a revised follow-through action and preparing a revised follow-through communication including the revised follow-through action.

28. A system for facilitating mediated virtual communication, comprising:
a mediation system connected to a data packet network and to a voice network, the
mediation system being capable of:
receiving, at a mediation system, an altered context component;
determining a pending mediated commitment associated with the altered context
component; and
facilitating, by the mediation system, a mediated follow-through operation for
altering the pending mediated commitment according to the altered
context component, thereby producing an altered mediated commitment.

29. A method, comprising:
facilitating a mediated communication session between a first communication device
and a second communication device, wherein facilitating the voice based
mediated communication session includes receiving a request for implementing
an interactive communication session;
receiving a reply for accepting the request; and
implementing the interactive communication session between the first communication
device and a third communication device in response to receiving the reply for
accepting the request.

30. A method, comprising:
facilitating a voice-based mediated communication session between a first
communication device and a second communication device, wherein facilitating
the mediated communication session includes receiving a request for
implementing a text-based interactive communication session from the first
communication device;
receiving a reply for accepting the request from the second communication device;
implementing the text-based interactive communication session between the first
communication device and a third communication device in response to
receiving the reply for accepting the request; and
managing the interactive communication session between the first communication
device and the third communication device after performing an operation for
implementing the interactive communication session.
31. A data processor program product, comprising:

a data processor program processable by at least one data processor of a communication apparatus; and

an apparatus from which the data processor program is accessible by said at least one data processor of the communication apparatus;

the data processor program being capable of enabling said at least one data processor of the communication apparatus to:

facilitate a mediated communication session between a first communication device and a second communication device, wherein facilitating the mediated communication session includes receiving a request for implementing an interactive communication session;

receive a reply for accepting the request; and

implement the interactive communication session between the first communication device and a third communication device in response to receiving the reply for accepting the request.

32. A data processor program product, comprising:

facilitating a voice-based mediated communication session between a first communication device and a second communication device, wherein facilitating the mediated communication session includes receiving a request for implementing a text-based interactive communication session from the first communication device;

receiving a reply for accepting the request from the second communication device;

implementing the text-based interactive communication session between the first communication device and a third communication device in response to receiving the reply for accepting the request; and

managing the interactive communication session between the first communication device and the third communication device after performing an operation for implementing the interactive communication session.
33. A communication apparatus including at least one communication session system, said at least one communication system capable of:
facilitating a mediated communication session between a first communication device
and a second communication device, wherein facilitating the mediated
communication session includes receiving a request for implementing an
interactive communication session between the first communication device and
a third communication device;
receiving a reply for accepting the request; and
implementing the interactive communication session in response to receiving the reply
for accepting the request.

34. A method for facilitating mediated communication, comprising:
maintaining a database including a plurality of Quality-Of-Service (QOS) factors;
assessing at least a portion of said QOS factors for determining a capability for offering
mediated communication; and
facilitating transmission of a communication request notification for reception by a
mediation subscriber communication device in response to determining that
mediated communication is capable of being implemented.

35. A method for facilitating mediated communication, comprising:
periodically updating at least a portion of a plurality of Quality-Of-Service (QOS)
factors independently of receiving an inbound communication request
transmitted for reception by a subscriber communication device;
performing a request-initiated QOS factor update in response to receiving the inbound
communication request;
assessing at least a portion of said QOS factors for determining a capability for offering
mediated communication;
determining at least one notification follow-through option in response to determining
that mediated communication is capable of being implemented;
determining a transport protocol capable of supporting transmission of said at least one notification follow-through option for reception by the mediation subscriber communication device in response to determining that mediated communication is capable of being implemented; and

enabling a communication request notification alert to be implemented for a prescribed duration of time prior to forwarding the inbound communication request associated with the communication request notification for reception by the mediation subscriber communication device.

36. A method for facilitating mediated communication, comprising:

assessing at least one Quality-Of-Service (QOS) factor for determining a capability for offering mediated communication;

determining at least one notification follow-through option in response to determining that mediated communication is able to be implemented;

determining a transport protocol for enabling the communication request notification to be transmitted for reception by a mediation subscriber communication device determining that mediated communication is capable of being implemented;

wherein determining said at least one notification follow-through option and determining the transport protocol are each influenced by the assessment of said at least one QOS factor.

37. A communication system, comprising:

a data processor;

a memory module coupled to data processor; and

a data processor program accessible from the memory module, wherein the data processor program is capable of enabling the data processor to facilitate:

maintaining a database including a plurality of Quality-Of-Service (QOS) factors;

assessing at least a portion of said QOS factors for determining a capability for offering mediated communication; and

facilitating transmission of a communication request notification for reception by a mediation subscriber communication device in
response to determining that mediated communication is capable of being implemented.

38. A communication system, comprising:
   a data processor;
   a memory module coupled to data processor; and
   a data processor program accessible from the memory module, wherein the data processor program is capable of enabling the data processor to facilitate:
   periodically updating at least a portion of a plurality of Quality-Of-Service (QOS) factors independently of receiving an inbound communication request transmitted for reception by a subscriber communication device;
   performing a request-initiated QOS factor update in response to receiving the inbound communication request;
   assessing at least a portion of said QOS factors for determining a capability for offering mediated communication;
   determining at least one notification follow-through option in response to determining that mediated communication is capable of being implemented;
   determining a transport protocol capable of supporting transmission of said at least one notification follow-through option for reception by the mediation subscriber communication device in response to determining that mediated communication is capable of being implemented; and
   enabling a communication request notification alert to be implemented for a prescribed duration of time prior to forwarding the inbound communication request associated with the communication request notification for reception by the mediation subscriber communication device.

39. A communication system, comprising:
   a data processor;
a memory module coupled to data processor; and
a data processor program accessible from the memory module, wherein the data
processor program is capable of enabling the data processor to facilitate:
assessing at least one Quality-Of-Service (QOS) factor for determining a
capability for offering mediated communication;
determining at least one notification follow-through option in response
to determining that mediated communication is able to be implemented;
determining a transport protocol for enabling the communication request
notification to be transmitted for reception by a mediation
subscriber communication device determining that mediated
communication is capable of being implemented;
wherein determining said at least one notification follow-through option
and determining the transport protocol are each influenced by the
assessment of said at least one QOS factor.

40. A data processor program product, comprising:
a data processor program processable by a data processor;
an apparatus from which the data processor program is accessible by the data processor;
and
the data processor program being capable of enabling the data processor to facilitate:
maintaining a database including a plurality of Quality-Of-Service
(QOS) factors;
assessing at least a portion of said QOS factors for determining a
capability for offering mediated communication; and
facilitating transmission of a communication request notification for
reception by a mediation subscriber communication device in
response to determining that mediated communication is capable
of being implemented.

41. A data processor program product, comprising:
a data processor program processable by a data processor;
an apparatus from which the data processor program is accessible by the data processor; and

the data processor program being capable of enabling the data processor to facilitate:

periodically updating at least a portion of a plurality of Quality-Of-Service (QOS) factors independently of receiving an inbound communication request transmitted for reception by a subscriber communication device;

performing a request-initiated QOS factor update in response to receiving the inbound communication request;

assessing at least a portion of said QOS factors for determining a capability for offering mediated communication;

determining at least one notification follow-through option in response to determining that mediated communication is capable of being implemented;

determining a transport protocol capable of supporting transmission of said at least one notification follow-through option for reception by the mediation subscriber communication device in response to determining that mediated communication is capable of being implemented; and

enabling a communication request notification alert to be implemented for a prescribed duration of time prior to forwarding the inbound communication request associated with the communication request notification for reception by the mediation subscriber communication device.

42. A communication system, comprising:

a data processor program processable by a data processor;

an apparatus from which the data processor program is accessible by the data processor; and

the data processor program being capable of enabling the data processor to facilitate:
assessing at least one Quality-Of-Service (QOS) factor for determining a capability for offering mediated communication;
determining at least one notification follow-through option in response to determining that mediated communication is able to be implemented;
determining a transport protocol for enabling the communication request notification to be transmitted for reception by a mediation subscriber communication device determining that mediated communication is capable of being implemented;
wherein determining said at least one notification follow-through option and determining the transport protocol are each influenced by the assessment of said at least one QOS factor.

43. A method for facilitating mediated communication, comprising:

receiving a voice-based communication request transmitted from a first communication device for reception by a second communication device, wherein the voice based communication request is requesting voice-based communication between the first communication device and the second communication device;
determining a capability of the first communication device for communicating via a prescribed text messaging protocol; and facilitating presentation of a text messaging follow-through action at the second communication device in response to determining that the first communication device is capable of communicating via the prescribed text messaging protocol.

44. A method for facilitating mediated communication, comprising:

transmitting a voice-based communication request from a first communication device for reception by a second communication device; and receiving at the first communication device from a mediation system, a text message notification in response to the mediation system receiving the voice-based communication request, wherein a first portion of the text message notification is capable of notifying a user associated with the first communication device of
a text message intended to be transmitted from the second communication
device for reception by the first communication device.

45. A method for facilitating mediated communication, comprising:
   receiving a communication request notification after reception of a voice-based
   communication request being transmitted from a first communication device
   and being received by a mediation system, wherein the communication request
   notification is received at a second communication device; and
   facilitating presentation of a text messaging follow-through action on a visual display of
   the second communication device after receiving the communication request
   notification, wherein the text messaging follow-through action is capable of
   initiating rejection of the voice-based communication request and initiating
   transmission of a voice-based message for informing a user associated with the
   first communication device of a text message intended to be transmitted for
   reception by the first communication device from the second communication
device.
FIGURE 4
FIGURE 7
UPDATING MEDIATION SUBSCRIBER PROFILE

ARCHIVING INBOUND COMMUNICATION INFORMATION
220a

ARCHIVING AVAILABILITY ASSOCIATED WITH INBOUND COMMUNICATION
220b

ARCHIVING FOLLOW-THROUGH ACTION ASSOCIATED WITH INBOUND COMMUNICATION
220c

220

FIGURE 8
FIGURE 9

202

DETERMINING PRESENT AVAILABILITY

202a

ANALYZING PRESENT INFORMATION ASSOCIATED WITH INBOUND COMMUNICATION INFORMATION

202b

ANALYZING HISTORICAL INFORMATION ASSOCIATED WITH INBOUND COMMUNICATION

202c

ANALYZING MEDIATION SUBSCRIBER POLICIES

202d

ANALYZING FOLLOW-THROUGH ACTIONS ASSOCIATED WITH HISTORICAL INCOMING COMMUNICATION INFORMATION

202e

ANALYZING AVAILABILITY HISTORY

202f
FIGURE 10

PREPARING FOLLOW-THROUGH ACTION COMMUNICATION

216a

COMMUNICATING FOLLOW-THROUGH ACTION COMMUNICATION TO MEDIATED PARTY COMMUNICATION DEVICE

216b

216c

216'

ACCEPT ACTION?

YES

FACILITATING COMPLETION OF MEDIATED FOLLOW-THROUGH OPERATION

216"

ALTERNATE ACTION?

NO

END

YES

COMMUNICATING AVAILABILITY REQUEST TO MEDIATED PARTY COMMUNICATION DEVICE

216d

216e

RECEIVING PRESENT AVAILABILITY FROM MEDIATED PARTY COMMUNICATION DEVICE

216f

216g

PREPARING PLURALITY OF ALTERNATE FOLLOW-THROUGH ACTIONS

COMMUNICATING ALTERNATE FOLLOW-THROUGH ACTIONS TO MEDIATED PARTY COMMUNICATION DEVICE
Transfering call to web from phone...
User-defined Dialog Responses

Figure 15B
> How about a movie tonight? If so, how about one of the following?
Press 1 for Bridget Jones
Press 2 for Contender

Yes
No

Hold on a sec
Transfer to Voice
End call
[more options]

FIGURE 16
Dialog so far:

"Yes" following?
If so, how about one of the following?
> How about a movie tonight?

Call transferred (Passcode: David 422)
David's on the line.
Next text: Please call you later to discuss.
Fig. 18

1. Receiving Outbound Communication Request
2. Preparing Plurality Of Follow-Through Actions According To Context
3. Communicating Plurality Of Follow-Through Actions To Mediation Subscriber Communication Device
4. Receiving Selected Follow-Through Action From Mediation Subscriber Communication Device
5. Contacting Mediated Party
   - Connect Now? YES: Facilitating Connection Between Mediation Subscriber And Mediated Party
   - Connect Now? NO: Select Follow-Through Option?
     - Select Follow-Through Option? NO: End
     - Select Follow-Through Option? YES: Facilitating Mediated Scheduling Operation With Mediated Party
6. Updating Mediation Activity Data Set
RECEIVING ALTERED CONTEXT COMPONENT

IDENTIFYING AFFECTED MEDIATED COMMITMENT

DETERMINING REVISED FOLLOW-THROUGH ACTION

PREPARING REVISED FOLLOW-THROUGH COMMUNICATION

ATTEMPTING TO CONTACT MEDIATED PARTY

ANSWER?

YES

COMMUNICATE REVISED FOLLOW-THROUGH COMMUNICATION TO MEDIATED PARTY COMMUNICATION DEVICE

ACTION ACCEPTABLE?

NO

FIGURE 20A
PERFORMING MEDIATED FOLLOW-THROUGH OPERATION

COMMUNICATING POSTPONEMENT MESSAGE TO MEDIATED PARTY

SUCCESSFUL?

UPDATING MEDIATED ACTIVITY DATA SET

FIGURE 20B
RECEIVING A SERVICE MEDIATION REQUEST

DETERMINING CONTEXT

PREPARING PLURALITY OF SERVICE ACTIONS

COMMUNICATING PLURALITY OF SERVICE ACTIONS

RECEIVING SELECTED SERVICE ACTIONS

FACILITATING MEDIATED FOLLOW-THROUGH OPERATION WITH SERVICE MANAGEMENT SYSTEM

RECEIVING CONFIRMATION INFORMATION

UPDATING MEDIATED ACTIVITY DATA SET

FIGURE 22
IDENTIFYING SERVICE PROVIDERS

COMMUNICATING SERVICE PROVIDER INFORMATION TO MEDIATION SUBSCRIBER COMMUNICATION DEVICE

RECEIVING SELECTED SERVICE PROVIDER FROM MEDIATION SUBSCRIBER COMMUNICATION DEVICE

ESTABLISHING NETWORK CONNECTION WITH SERVICE PROVIDER RESERVATION SYSTEM

PERFORMING MEDIATED FOLLOW-THROUGH OPERATION

FIGURE 23
600
MAINTAINING QOS DATABASE

602
RECEIVING INBOUND COMMUNICATION REQUEST

604
FACILITATING QOS FACTOR ASSESSMENT

605

606
FACILITATING COMMUNICATION REQUEST NOTIFICATION

607
MEDIATION SELECTED?

608
ASSESSING APPLICABLE CONTEXT AND BEHAVIOR

609
PREPARING COMMUNICATION SUMMARY

610
TRANSMITTING COMMUNICATION SUMMARY

660
PERFORM DEFAULT/SELECTED NON-MEDIATION ACTION

FIGURE 25A
PREPARE PLURALITY OF FOLLOW-THROUGH ACTIONS

COMMUNICATING PLURALITY OF FOLLOW-THROUGH ACTIONS TO MEDIATION SUBSCRIBER COMMUNICATION DEVICE

RECEIVING SELECTED FOLLOW-THROUGH ACTION FROM MEDIATION SUBSCRIBER

FACILITATING MEDIATED FOLLOW-THROUGH OPERATION WITH MEDIATED PARTY COMMUNICATION DEVICE

UPDATING MEDIATION SUBSCRIBER PROFILE

FIGURE 25B
FIGURE 25C

CONTINUOUSLY UPDATING QOS FACTOR

CONTINUOUSLY UPDATING QOS FACTOR

PERFORMING REQUEST-INITIATED QOS FACTOR UPDATE
CONTINUOUSLY UPDATING QOS FACTOR

604A

604C

MONITORING ELAPSED ASSESSMENT DURATION

604D

MAX DURATION EXCEEDED?

604E

TERMINATING ASSESSMENT

604B

DETERMINING CAPABILITY TO OFFER MEDIATED COMMUNICATION

DETERMINING QOS FACTOR INFLUENCED COMMUNICATION REQUEST NOTIFICATION INFORMATION

CONTINUE AT 660

FIGURE 25D
FACILITATING COMMUNICATION REQUEST NOTIFICATION

606A
DETERMINING NOTIFICATION FOLLOW-THROUGH OPTIONS

606B
PERFORMING TRANSPORT PROTOCOL

606C
ENABLING DISPLAY OF NOTIFICATION FOLLOW-THROUGH OPTIONS

FIGURE 25E
RECEIVING REQUEST FOR VOICE-BASED COMMUNICATION 702

OFFERING TEXT MESSAGING-BASED RESPONSE 704

TEXT MESSAGING RESPONSE ACCEPTED?

NO

YES

FACILITATING TEXT MESSAGING-BASED RESPONSE 706

FACILITATING SYSTEM-MANAGED VIRTUAL MEDIATION 708

FIG. 26
URGENT CALL BACK ENABLED?
731

ADD IDENTIFIER TO PASSTHRU LIST
732

NOTIFY CALLER OF PASSTHRU OPTION
733

RECEIVE CALL FROM IDENTIFIER SOURCE
735

REMOVE IDENTIFIER FROM PASSTHRU LIST
734

ID ON LIST?
736

PASSTHRU CALL
738

NORMAL CALL
739

END

END

FIG. 28