

SearchUnify Virtual Assistant (SUVA)

Businesses use chatbots to mimic human interactions and take some burden off agents' shoulders. But, for the chatbot to be successful, it needs to be the right fit for your organization. An ideal virtual assistant generates relevant responses to reduce caseload, support costs, and turnaround time. And that is not it; a smartly crafted bot can simultaneously collect behavioral data and improve the user experience while self-learning from each digital interaction. That's why businesses nowadays plump for AI-powered virtual assistants over standalone bots.

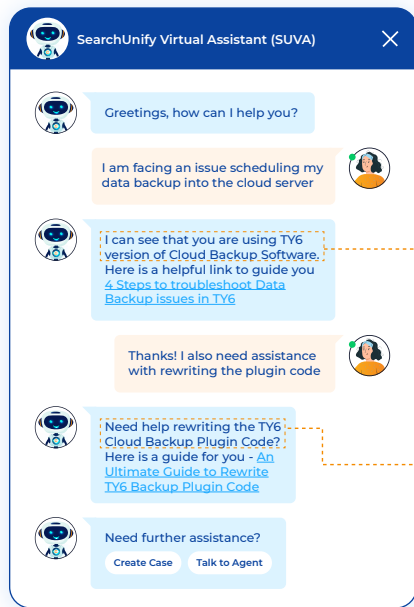
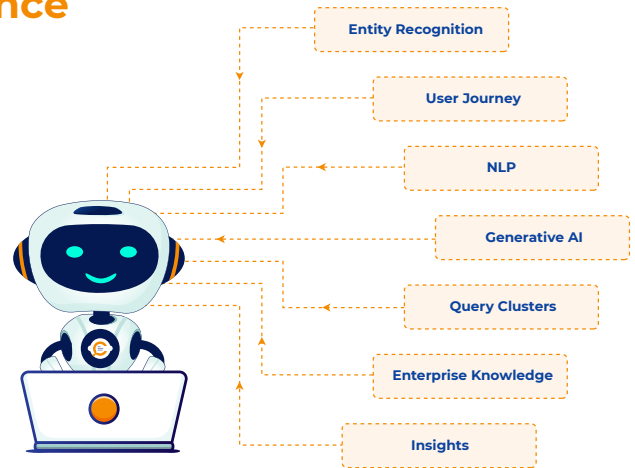


SearchUnify Virtual Assistant or SUVA is the world's first federated, information retrieval augmented chatbot for fine-tuned, contextual, and intent-driven conversational experiences at scale. SUVA harnesses the power of machine learning, NLP, NLQA, generative AI and an insights engine to resolve customer and employee support queries 24/7 with the least amount of user effort.



01. Reduce L1 Caseload with Round the Clock Response to Support Queries Community Experience

SearchUnify's 'always-on' virtual assistant provides 24*7 support to your users, and takes care of L1 queries with ease, thus allowing customer-facing teams to work on more pressing problems and high-value engagements.



Contextual Response Based on User Purchase History

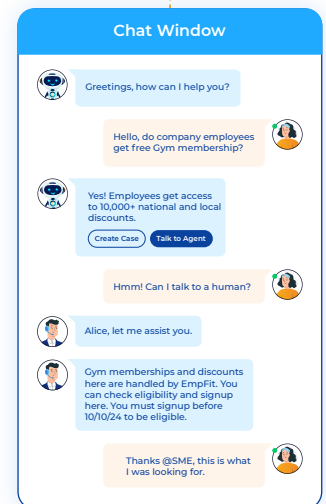
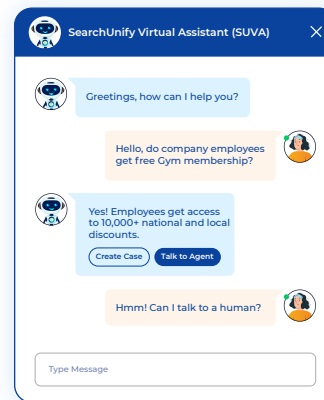
NLP-fueled Query Intent Detection Based on User's Past Behaviour

02. Fuel Contextual and Personalized Support Interactions

SUVA presents the most relevant results by understanding the context of each search query, instead of matching only keywords.

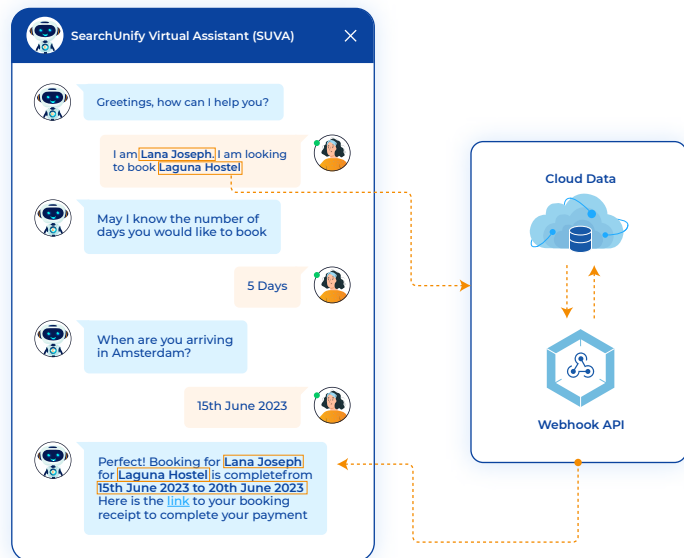
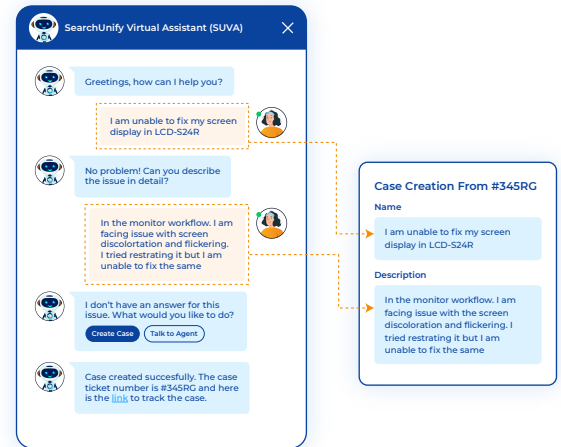
03. Enable Seamless Hand-offs to Agents with OOTB Adapters

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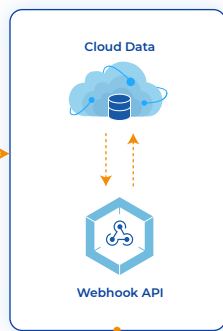
04. Reduce Self-Service Effort with Direct Case Creation from within the Virtual Assistant

In case the interaction with the virtual assistant doesn't fully solve the issue, SUVA can create a case on the users' behalf from the chat. This eliminates the need to login to the support portal and fill out the form.









05. Scale Intelligent Interactions with External Platforms

With SUVA, admins can configure how the assistant recognizes & processes user-provided information with custom slots. Webhooks enable the virtual assistant to interact intelligently with other external apps and portals.



Awards and Accolades

 <p>Bagged Gold Stevie® Award at the 2023 Stevie Awards For Great Employers</p>	 <p>Honored with the 2023 Customer Experience Innovation Award</p>	 <p>Named Winner in 2022 Artificial Intelligence Excellence Awards</p>
 <p>Won the 2021 AI Tech Award in the "Chatbots" category</p>	 <p>SearchUnify recognized as a Strong Performer in the Forrester Wave™: Cognitive Search, Q3 2021</p>	 <p>TSIA named our intelligent chatbot "a best in breed" & our application Agent Helper as "next-gen"</p>

How does SearchUnify Virtual Assistant (SUVA) Differ from Traditional Standalone Chatbots?

Parameters	SearchUnify Virtual Assistant	Conventional Standalone Chatbots
ML-Powered Personalized Conversation Flow	✓	Canned Messages ✗
Leverage Enterprise-Wide Content Repositories for Query Responses	✓	Responses Based on Pre-fed Conversation Flows ✗
Real-Time Bot & Intent Analytics	✓	Limited Analytics
Case and Discussion Creation from Chat Window	✓	✗
Automatic Intent Suggestions	✓	✗
ML Powered Query Clustering	✓	✗
BYO LLMs for Integration	✓	✗
Retrieval Augmented Generation (RAG) based Approach with LLMs	FRAG	✗
Temperature Control (For Response Humanization)	✓	✗
Reference Citations in LLM-generated Responses	✓	✗
Prompt Injection for Fine Tuned Conversations	✓	✗

Learn More About How SearchUnify Virtual Assistant (SUVA) Elevates Self-service and Support Outcomes

Get Started

Supported Integrations

