# SearchUnify®

Your Guide to Selecting the Optimal **Conversational AI Solution** for Future-Ready User Experiences

90% **of Businesses that Use Chatbots Saw Just A $0.70 Cost Per Interaction and Saved Up to 4 Minutes Per Inquiry.**

Chatbots have been an essential tool in streamlining self-service interactions for quite some time now. From traditional rule-based chatbots to cutting-edge Conversational AI solutions, they have come a long way, delivering more engaging and personalized user experiences. The latest emergence of Large Language Models (LLMs) has further empowered them to be more relevant, contextual, and intent-driven.

Yet, choosing the right AI virtual assistant for your business is no small feat. It requires careful consideration, a deep understanding of your goals, and a strategic approach to integration. But don't worry - we have put together a comprehensive checklist to simplify the process.
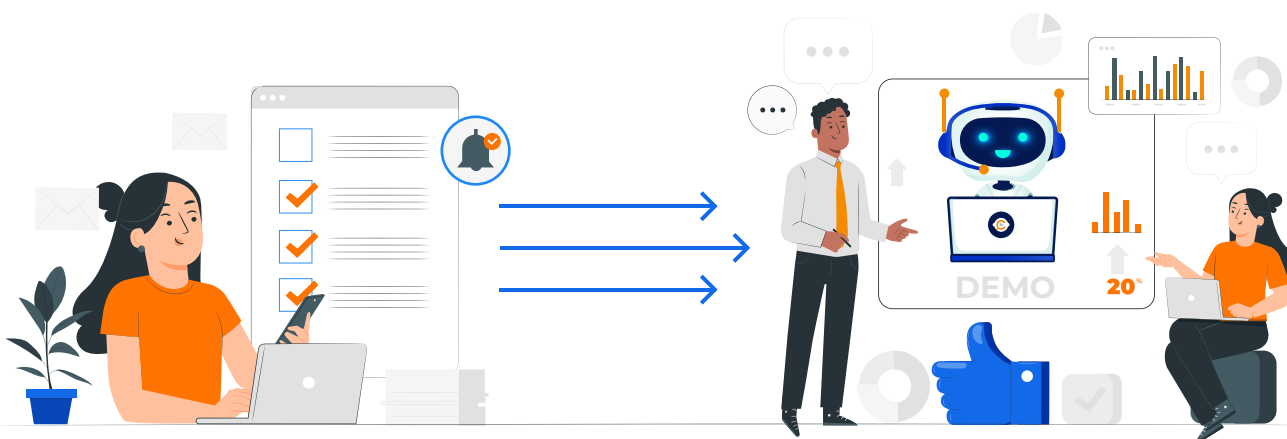
1. Conversational AI Features

When it comes to choosing the perfect AI chatbot for your business, the first and foremost consideration is the array of features it brings to the table. These features can make all the difference in providing a seamless and effective user experience.

Does the Virtual Assistant Offer the Following Features?

Feature	
✦ Sentiment Analysis	☐
✦ Warm transfer to Live Agent	☐
✦ Conversation Analytics	☐
✦ Entity Extraction	☐
✦ Intent Detection	☐
✦ LLM Integration	☐
✦ Visual Workflow Builder	☐
✦ Context Management	☐
✦ Speech Recognition	☐
✦ Semantic Parsing	☐
✦ Voice Support	☐
✦ Ticketing or Case Management	☐
✦ Multi-lingual Support	☐
✦ Direct Case Creation Within the Bot	☐
✦ Mechanism to Collect User Feedback	☐
✦ Conversation Preview	☐
✦ Automated Bot Testing	☐

2. LLM Support

Large Language Models (LLMs) have taken center stage, showcasing their remarkable ability to produce human-like text and excel in a variety of Natural Language Processing (NLP) tasks. The integration of LLMs into your chatbot holds the key to unlocking more contextual and intent-driven user experiences.

✦ Does the solution provider offer you the flexibility to integrate the bot with any LLM of your choice?	⃝ **Yes**	⃝ **No**
✦ Does the solution provider offer protection from hallucination in chatbot results?	⃝ **Yes**	⃝ **No**
✦ Does the solution provider offer you the ability to alter the extent of factualness vs creativity (temperature) in bot responses?	⃝ **Yes**	⃝ **No**
✦ Does your solution provider offer visibility of the LLM usage/usage insights dashboard?	⃝ **Yes**	⃝ **No**

3. Vendor Support

As you evaluate potential AI chatbot solutions for your business, the third critical factor to consider is the level of vendor support. The quality and scope of support provided by your conversational AI solution provider are key determinants of your chatbot's success and its ability to meet your evolving business needs.

Does Your Conversational AI Solution Provider Offer the Following Forms of Support?	
✦ Implementation, Deployment & Integration	☐
✦ Consulting Services	☐
✦ Training & Education	☐
✦ Additional Customization Services	☐
✦ Does the solution provider offer a clear roadmap and a history of regular updates?	⃝ **Yes** ⃝ **No**

4. Security

When integrating an AI chatbot into your business, it is essential to ensure that your conversational data remains safeguarded, adhering to stringent protection standards and industry-specific regulations.

✦ Does your solution provider ensure that conversational data is protected during transmission and storage?	◯ **Yes**	◯ **No**
✦ Does your solution provider comply with industry-specific data protection regulations?	◯ **Yes**	◯ **No**
✦ Will customer messages be encrypted?	◯ **Yes**	◯ **No**
✦ Does your solution provider offer the option to block profanity in responses?	◯ **Yes**	◯ **No**
✦ Does your solution provide user authentication and authorization capabilities?	◯ **Yes**	◯ **No**

Remember, security isn't just a checkbox; it's a foundation of trust and reliability in the digital realm.

5. Customizability

Customizability goes beyond mere functionality; it enables your chatbot to not only reflect your brand identity but also to adapt to various industry-specific use cases, leading to enhanced effectiveness and versatility of your virtual assistant.

✦ Can the solution reflect your brand identity?	◯ **Yes**	◯ **No**
✦ Is the solution customizable to different industry use cases?	◯ **Yes**	◯ **No**

6. Platform Integrations

The ability of your chatbot to seamlessly integrate with various channels not only enhances its effectiveness but also broadens your reach, allowing you to engage with your audience across diverse platforms

✦ Does the solution seamlessly integrate with leading support/community/marketing etc. channels?	○ **Yes**	○ **No**
✦ Do you need to purchase other tools alongside the bot to maximize effectiveness?	○ **Yes**	○ **No**
✦ Is the solution capable of fetching knowledge from different content repositories at a time?	○ **Yes**	○ **No**

Meet SUVA, a Next-Generation SearchUnify Virtual Assistant

SUVA is the world's first federated, information retrieval augmented virtual assistant. Designed to drive relevant, contextual, and intent-driven responses, it helps to take your user experiences to the next level.

If you're seeking a conversational AI solution that ticks all the boxes we've discussed, SUVA is the solution you've been searching for.

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