

Accuracy and Reliability



Learning and Improvement

Customization & Personalization



Seamless Handoff

4 Reasons That Make **SUVA** The Optimus Prime of Virtual Assistants

01

Accuracy and Reliability



- I'm **built atop SearchUnify's unified cognitive platform** that helps me deliver **direct answers** through **rich snippets**, engage in intelligent conversations, etc.
- Leveraging **NLP** to preprocess and analyze texts and gauge the sentiment score ensures accurate responses.
- Then, I use **ML and deep learning algorithms** to curate the **perfect response**, keeping in mind user context and history.
- Further, **dialog management** frameworks allow me complete control over the conversation flow.

Customization and Personalization

02

- **NLP, ML, and LLMs** assist me in **generating human-like responses**, which boost user engagement.
- I auto-populate **hyper-personalized recommendations** throughout users' journeys, tailored to their persona.
- **NLU** enables me to **comprehend and extract key information** from user queries or statements and perform actions to fulfill the request.



03

Learning and Improvement



- **Unsupervised learning and LLMs** allow me to **constantly learn new things** based on past conversations.
- **Named Entity Recognition (NER)** helps me **identify and classify entities within text**, such as names and locations, to enhance contextual understanding.
- All my conversations are recorded and the **chat transcripts** are automatically saved so they can even be emailed to you at your convenience. Further, I always take feedback after solving a query to maintain response quality!

Seamless Handoff

04

I made sure to save the best for the last! Let me introduce you to a cool, unique feature that sets me apart.

- **NLP and Generative AI** help me **determine the most important elements of a sentence**. So, if a user approaches me with the concern, "the latest update has reduced the speed of my computer," it would help me extract relevant tokens like "latest update" and "reduced speed."
- I can **summarize these words into crisp and coherent text**, free of any grammatical errors or acronyms that may cause confusion.
- This summarized text is then handed off to a live agent to brief them about the issue at hand.

