SearchUnify®

What Makes Your Virtual Assistant Emotionally Intelligent?

Natural Language Understanding

- It helps to identify language patterns including tone, language pattern, and sentence structure.
- It enhances the ability of the agent to understand the customer's emotions in queries and respond accordingly.

Context Awareness

- It analyzes the customer history to maintain context across conversations.
- It learns the preferences of users based on past interactions to deliver personalized responses.

Sentiment Analysis
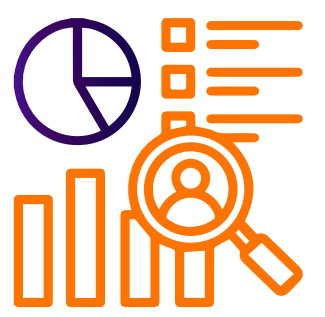
- It helps virtual assistants to analyze customer sentiment as positive, negative or neutral.
- It ensures AI assistants respond to customer queries empathetically to make them feel valued.

Multimodal Interactions

- These interactions go beyond normal text-based interactions and include text-to-speech and speech-to-text conversations.
- It facilitates the customer by saving their time to type the whole issue taking customer experience to the next level.