



UNFYD® COMPASS

Cognitive
Automation



Social Media | Messengers | Chat Apps | Website | Web App | Mobile
App | IoT



Marketing

Sales

Service

Digital XP

Mobility

Communication

Collaboration

Automation

AI delivers business value

- + With AI, the real opportunity for business and technology is to apply the tools to improve knowledge work and productivity.
- + Deploying AI technology in every essential value chain — banking, healthcare, high-tech, retail, transportation, entertainment, insurance — is the future of work and technology.
- + New use cases and pilots are popping up daily fuelled by ChatGPT and its relatives.
- + Excitement about the potential is growing, and it's time to get started!

Anyone can envision AI

We make it happen !!!

- + We're leveraging GenAI since the beginning, with differentiation validated by clients & partners alike.
- + AI is fundamental to how we engineer software, and its embedded in the solutions we deliver.
- + We help clients realize exponential impact while preserving ethical standards and ensuring security, privacy, and compliance.
- + With us, you can confidently embrace GenAI to make your business better than ever – and seize market dominance.

Marketing

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Service

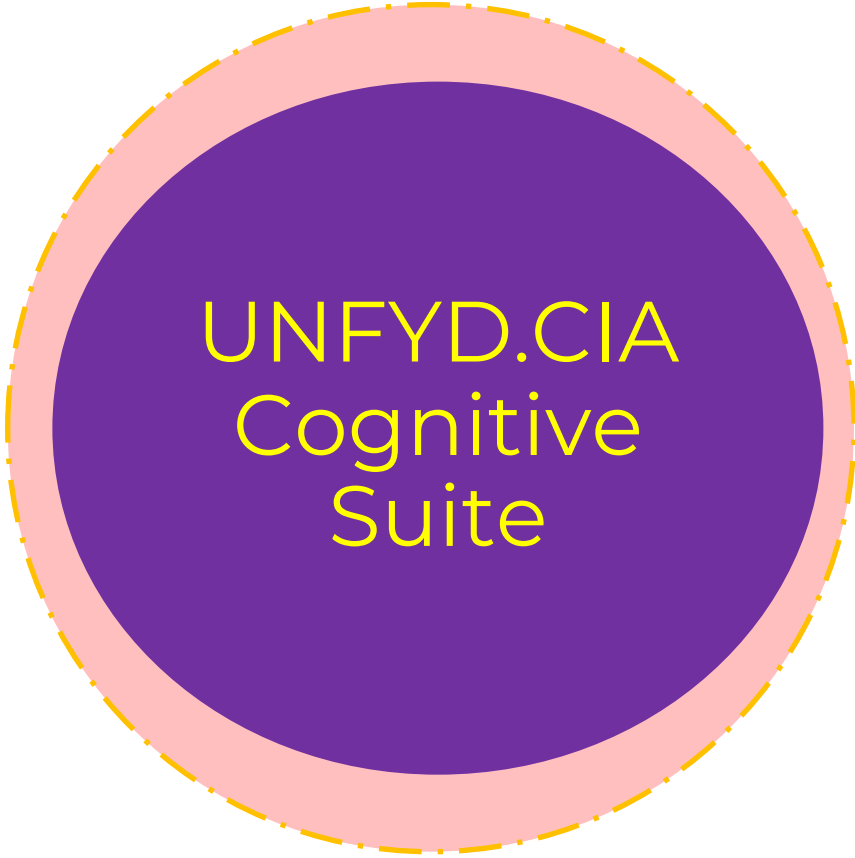
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UNFYD.CIA Cognitive Suite



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UNFYD.CIA – Cognitive Offer Portfolio



Vision	Speech	Language	Knowledge	Search
From faces to feelings, allow your apps to understand images and video	Hear and speak to your users by filtering noise, identifying speakers, and understanding intent	Process text and learn how to recognize what users want	Tap into rich knowledge amassed from the web, academia, or your own data	Access billions of web pages, images, videos, and news with the power of Bing APIs

Vision	Speech	Language	Knowledge	Search
Computer Vision Content Moderator Emotion Face Video Indexer	Bing Speech Speaker Recognition	Bing Spell Check Linguistic Analysis Text Analytics Translator Text & Speech Web Language Model	Academic Knowledge Entity Linking Knowledge Exploration Recommendations QnA Maker	Bing Autosuggest Bing Image Search Bing News Search Bing Video Search Bing Web Search Bing Entity Search

Computer Vision API Distill actionable information from images	Face API Detect, identify, analyze, organize, and tag faces in photos	Emotion API Personalize experiences with emotion recognition
Content Moderator Machine-assisted moderation of text and images, augmented with human review tools	Custom Vision Service Customizable web service that learns to recognize specific content in imagery	Video Indexer Process and extract smart insights from videos

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GenAI – Business Operations

+ Sales

- ✦ Lead Generation
- ✦ Product Discovery
- ✦ Customer Acquisition
- ✦ Sales Process Optimization
- ✦ Chatbots & Virtual Assistants
- ✦ Content Generation
- ✦ Coaching & Training
- ✦ Email marketing & Outreach
- ✦ Voice Assistants
- ✦ Virtual Sales Presentation
- ✦ Sales Forecasting

+ Marketing

- ✦ Content Generation
- ✦ Email Marketing
- ✦ Social Media Management
- ✦ Content Curation
- ✦ Chatbots
- ✦ Ad Copywriting
- ✦ Market Research
- ✦ Personalization
- ✦ Video Production
- ✦ Branding & Logo Design

+ Service Management

- ✦ Customer Support
- ✦ Auto-Generating Customer Replies
- ✦ Assisting Agents as They Type
- ✦ Automating Note Taking
- ✦ Unearthing Customer FAQs
- ✦ Automating Post-Call Processing
- ✦ Simplifying Call Transfers and Escalations
- ✦ Adding Context to Automated Quality Scoring
- ✦ Pinpointing Agent Coaching Opportunities
- ✦ Alerting Supervisors to Agent Issues
- ✦ Generating Knowledge Articles

UNFYD.CIA - Intelligent Automation

Modules	Capability Matrix
UNFYD.LINK	Email Response automation, basis intent / sentiment & KB integrations, enterprise applications
UNFYD.TALK	Omni-channel conversation automation, with seamless integration to enterprise applications / KB portals / web
UNFYD.BUDDY	Co-pilot platform to assist human-agent, during live conversations – provide auto-answers, next best offers, process-flow scripts – better CX
UNFYD.DIALOG	Flow-based, Self-service BOT with Knowledge Base integration, to automate various service engagement operations
UNFYD.CONVERSE	Omni-channel - Conversation chatbots powered by GenAI to drive end-2-end experience automation (web / mobile app, voice...)
UNFYD.VOICE	Voice-bots (multi-lingua) to drive end-2-end process automation across acquisition, form-filling, enquiry etc.
UNFYD.SCOR	Automated score-card & quality management process – across voice / text, to deliver 100% compliance & deliver better business analytics
UNFYD.DOC	Image Extraction, Interpret, Process Data --- Digitisation, Document Management
UNFYD.WEB	Web scraping & KB powered interactions
UNFYD.PEEK	Advanced analytics (text / voice) - across sentiments, emotions etc.

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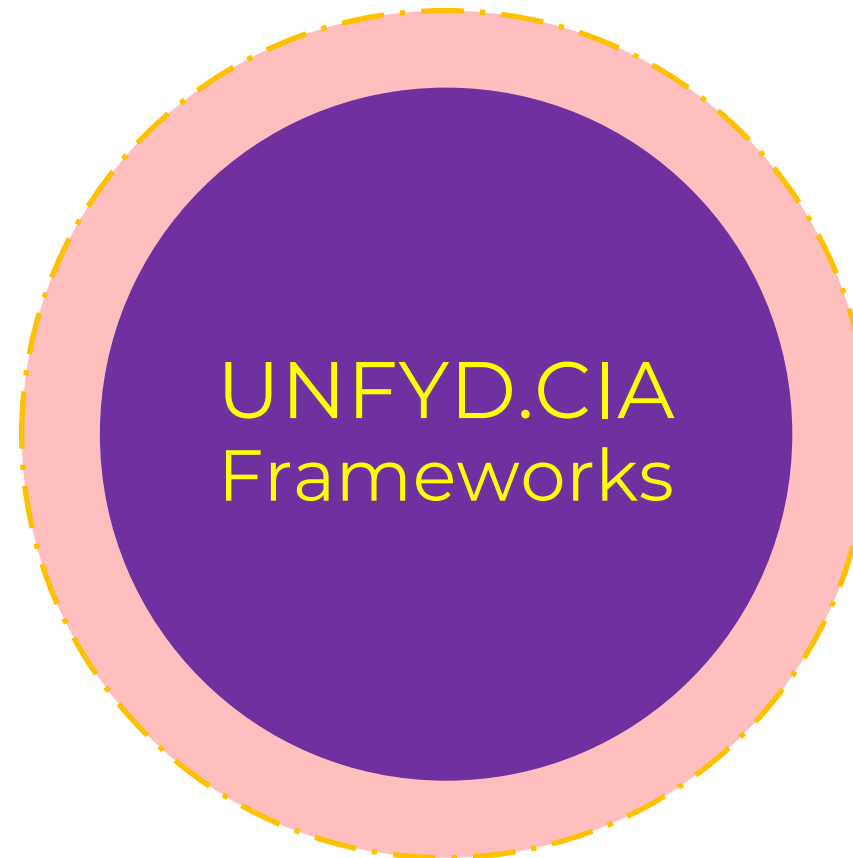
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UNFYD.CIA

GenAI :: Frameworks



- + UNFYD.ai
 - + Automate customer self-service process
 - + Optimize data discovery & enterprise search
 - + Increase productivity and efficiency
- + UNFYD.data
 - + Integrate datasets
 - + Query dataset
- + UNFYD.govern
 - + Deploy & manage responsible process flows
 - + Governance, Risk & Compliance
 - + Lifecycle governance
- + UNFYD.flow
 - + Process flow builder
 - + Seamless integration with channels
- + UNFYD.assist
 - + Virtual Agents
 - + Visual Builder
 - + Pre-built integrations

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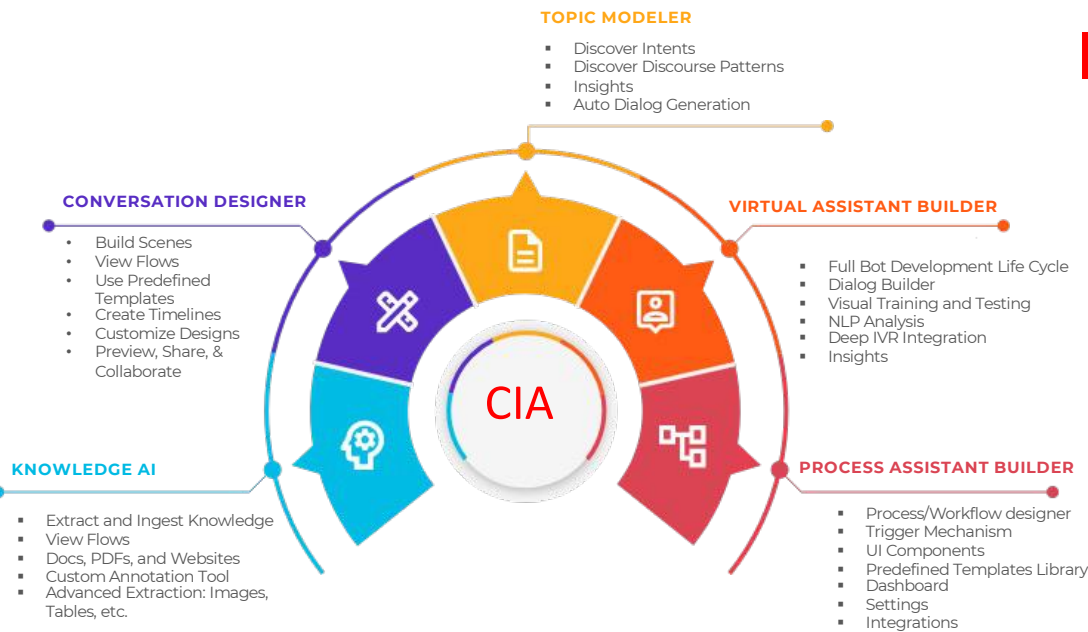
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SOLUTIONS



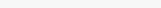
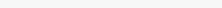
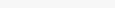
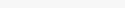

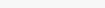

ENTERPRISE SERVICES



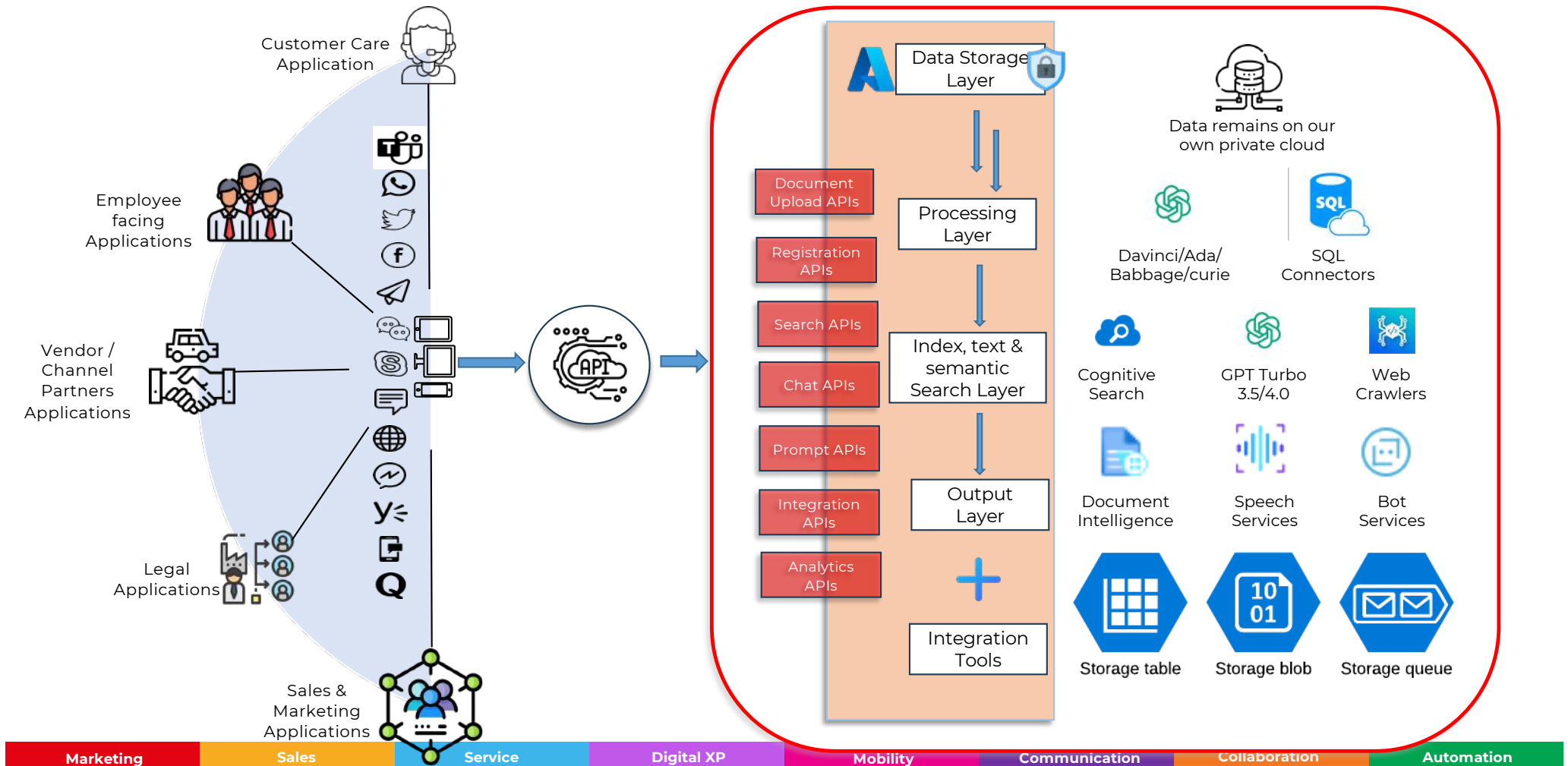
PLATFORMS

CHANNEL CORRECTORS	MULTI-ENGINE NLP	CONVERSATIONAL INTELLIGENCE	ANALYTICS & INSIGHTS	MESSAGE MIDDLEWARE	ENTERPRISE INTEGRATIONS
Authorization, Channel API Heading, Auto format messages by channel, Cross Channel Context	Deep Neural Network, Ontology Based Knowledge Graph, Fundamental Meaning Engine, Unsupervised & Supervised training, Sentiment Management	Multi-turn Dialog Management,, Nested & Follow-up Intents, Multiple Intents, Amend Entity Value, Pause & Resume Intents, Context Management.	NLP Analysis, Dialog Flow analysis, Conversational Flow Mind Maps, Custom Tagging, Custom Dashboards.	Message Store, PII Masking, Encryption, Summarization Templates	Auth Configuration, Service Orchestration, Cloud Connector, Request Processors, Proactive alerts.

CHANNELS

Enterprise Messengers		Social Messengers		Web & Mobile	Email & SMS	Live Chat	Voice	IVR Contact Center
								
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UNFYD.CIA ::: Platform Architecture





UNFYD. COMPASS



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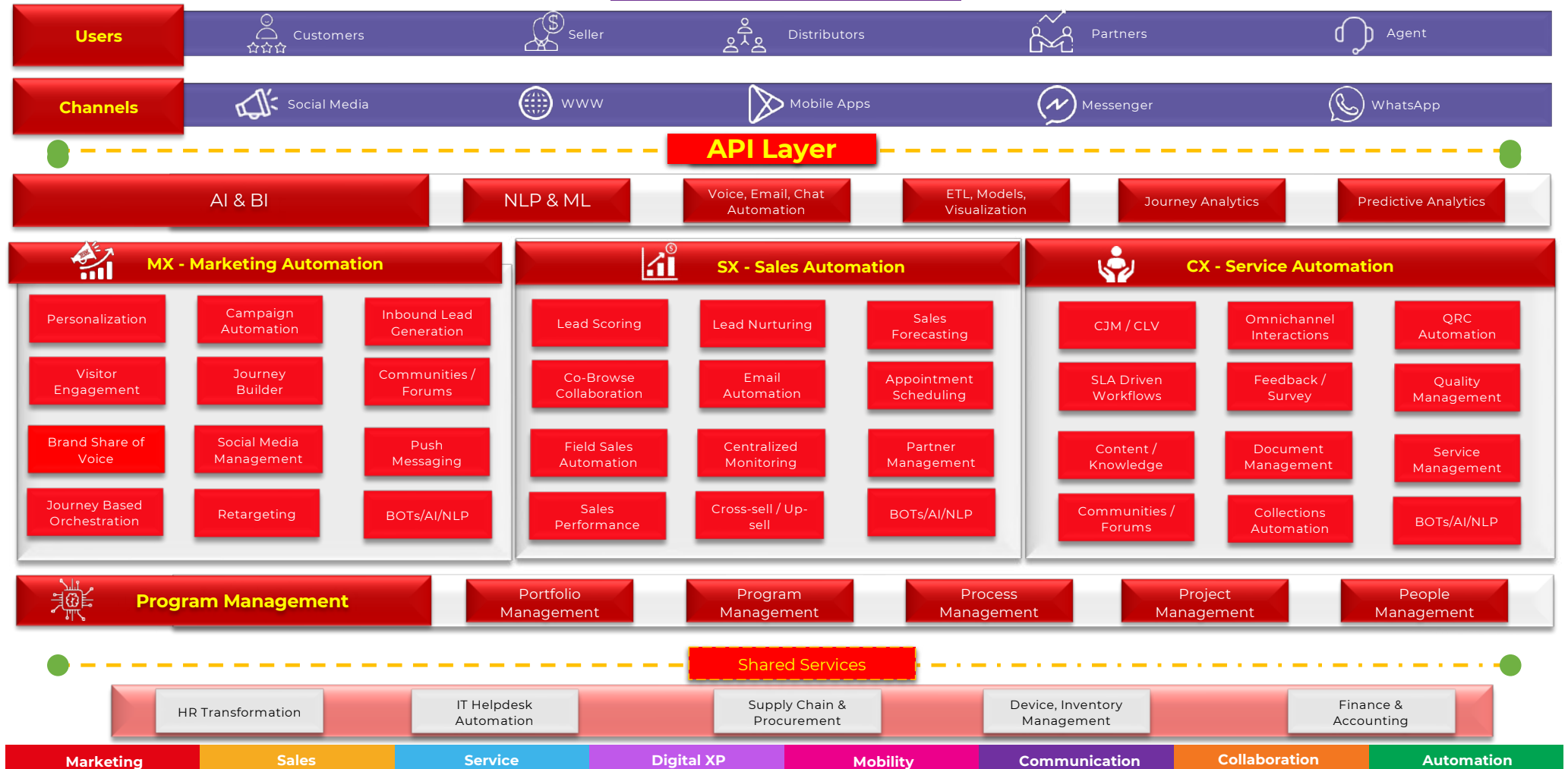
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UNFYD.CRM- Business Functions



UNFYD.PIVOT : DxP Platform

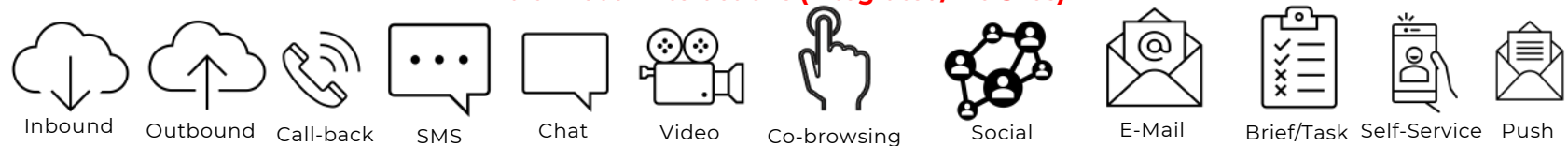


Omni-Channel CCaaS

Touchpoints



Multi-Modal Interactions (integrated/ No Silos)



Orchestration Engine



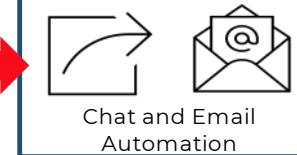
Front, Backoffice or Branch



Self-Services



Robotics



Seamless Customer Experience and 360° view of the Customer

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Journey

BFSI CLIENTS



ENTERPRISE CLIENTS



GTM PARTNERS



GTM ENGAGEMENTS (IP Vendors)



TECHNOLOGY PARTNERSHIPS



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Thank
you



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Smart Connect

Innovate | Transform | Enterprise

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