Explore more at **https://zyloassist.com/**

Concept & Background

- The concept of a Zylo Assist refers to software agents or applications that provide support and perform tasks for users, often through natural language processing (NLP) and artificial intelligence (AI). Virtual Assistants are designed to simulate human-like interactions and can handle a wide range of tasks, from scheduling appointments to answering questions, analyzing data, or managing emails

- Key Elements of Zylo Assist
  - Natural Language Understanding (NLU): They can understand and process human language, allowing users to interact with them using spoken or written commands.
  - Task Automation: Zylo Assist can automate repetitive or mundane tasks, such as setting reminders, sending messages, or managing calendars.
  - Personalization: They can learn user preferences and habits over time, providing more personalized responses and recommendations.
  - Multimodal Interaction: Zylo Assist support various forms of interaction, including voice, text, and sometimes even gestures or images.
  - Integration with Other Systems: They can integrate with other applications and services, such as email, social media, smart home devices, and enterprise software, to provide comprehensive support

Objectives

- Virtual Assistant that can replace humans working as support personnels who
  - Provide generic information from pre-fed details
  - Perform limited set of actions like, bookings, ticketing, drafting and sending mails, etc.
  - Raise requests to authorized personnels, etc.
- Zylo Assist would be configurable enough to support multiple tenants, multiple industries and organizations
- One or more bots can be configured to support different set of users across the organizations
- API integration would be made configurable to enable organizations to provide internal data for analysis & response
- Prompts would also be configurable to make the bot more accurate

Product Details

Zylo Assist is designed to facilitate effortless user interactions with the platform, providing a smooth and intuitive experience through both voice and text-based assistance.

Key Features:

NLP - Natural Language Processing	Voice and Text based command	Personalized Assistance	AI powered resume processing
AI agent based interview	Secured Data & Access	Customizable Authorization	Caters to varied industries and organizations

Edge Factors

- Configurability
  - Roles and Users
  - Prompt & Behavior
  - Custom API integration
- This product can be extended to create new bots and provide additional assistant services as well as summarization and reporting
- Additional features to be included in future
  - AI based interview agent
  - AI powered Resume Screening
- Role based authorization and access to bots for specific roles can be configured
- Information shared with bots can also be done on the basis of roles
- Support for other AI service providers to be added
- Addition AI service provide with Lower/No cost would be added as compared to OpenAI
- Customizable to the extent where customers can provide their own OpenAI account or can also use Synoverge's Open AI account

Edge Factors

- AI agents are light weight and cost of OpenAI or any other AI service provider is minimized using RAG (Regenerative Augmented Generation) when data or document increases
- Prediction as well as Recommendation engine are integrated that can leverage data collected and provide real time insights using the bot
- Data Security
  – Data collected using the APIs would not be stored locally nor used for training the bot
  – Use of RAG above the AI service provider would ensure only limited and required data and information is shared with service provider
  – Documents and other information that would be required to be shared would be stored in encrypted form with AWS S3
  – All internal and external communication would be done over SSL
- Authentication is pluggable using OpenSSO. We would provide our own SSO server while at the same time, customers can configure their own too

Pluggability Features

- Support for Predictive & Prescriptive analytics would be provided as feature in future. This can work on data being collected over the course
- OpenAI would be supported at the initial stages. In future, support of GeminiAI or other AI service providers would be made pluggable
- Product would be ready to be deployed on
  - AWS
    Azure
  - GCP
  - Local Infrastructure
- Additional features would plugged in for license based usage
  - Interview Bot
  - Resume Screening
  - Predictive and Prescriptive analysis