

syntphony

Conversational AI

About Syntphony Conversational AI

Our Syntphony Conversational AI platform creates and manages virtual agents that use artificial intelligence with Generative AI to understand and deliver hyper-personalized responses to users. Our platform automates processes and improves conversational experiences for enterprises that need innovative solutions to better serve their customers or digitally transform their communications with users, internal employees or partners.

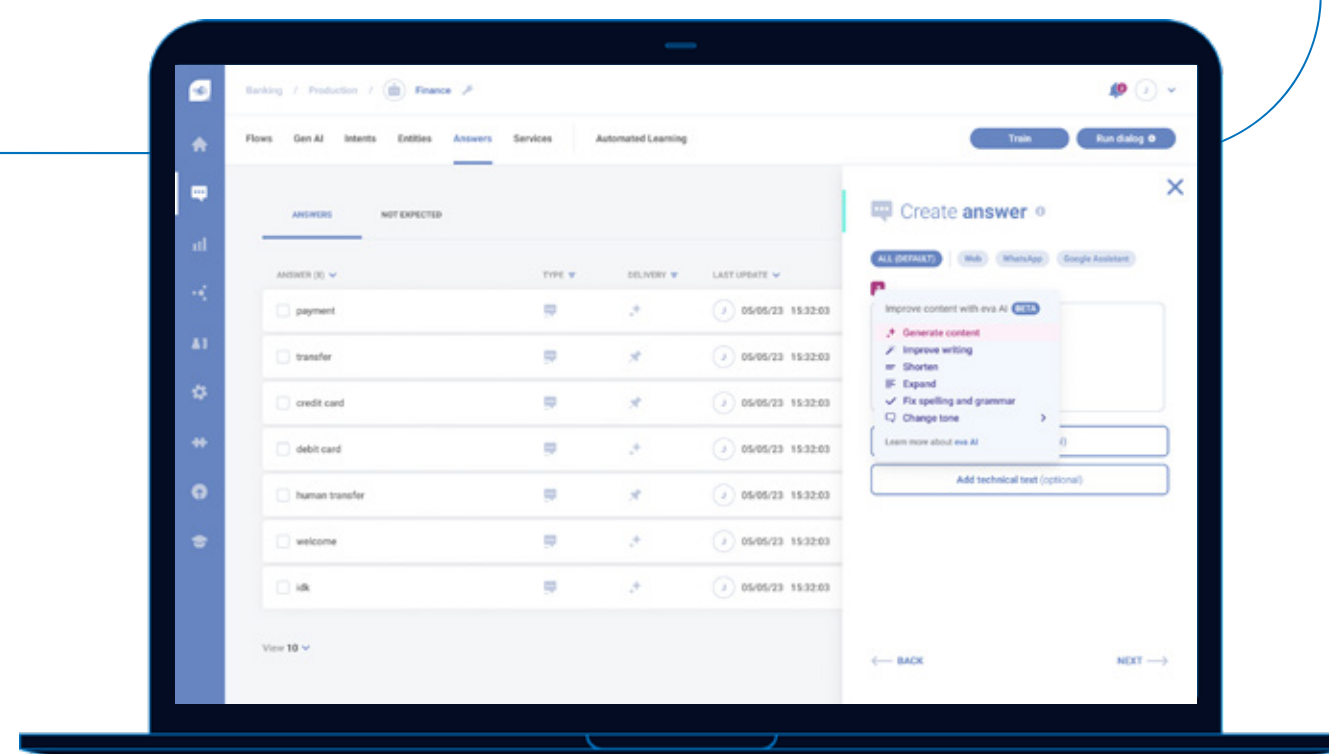


Main advantages

- Omnichannel solution in multiple languages.
- Compatible with common NLP engines on the market: DialogFlow, Luis and Watson.
- Simplify the design of complex conversation flows by integrating API-based business services that allow you to customize responses or access business data.
- Syntphony Conversational AI can be deployed on any cloud provider that supports Docker and Kubernetes.
- Cockpit for dialog management: graphically create conversation flows using intentions and entities as the AI model.
- Short time to market offers fast graphical development tools

What makes us better?

- Dialog Manager Experience: No code, powerful dialog creation.
- Enterprise Grade Solution Open, secure scalable omnichannel multi language.
- Superior Intelligence Syntphony Conversational AI NLP offers the finest accuracy and Automated Learning.
- Secure & Trusted Global Innovator, NTT Data's global coverage, vertical knowledge and technological expertise.
- Thanks to its high-security standards Syntphony Conversational AI is specially well suited to manage sensitive customer data. Half of our customers are financial and healthcare institutions. Automated Learning.



New feature pack

- **GenAI Cell:** an innovative module that integrates Generative AI services, enhancing eva's capabilities to a whole new level. It enables Syntphony Conversational AI to identify intents, classify content, generate responses, and provide accurate, context-aware answers.
- **Webchat plugin:** The webchat plugin allows you to integrate Syntphony Conversational AI into your website, creating a smooth and engaging customer experience.
- **Funnel charts:** Gain insights, make data-driven decisions, identify pain points and optimize user experiences effortlessly with valuable insights about your conversations.

Our clients

