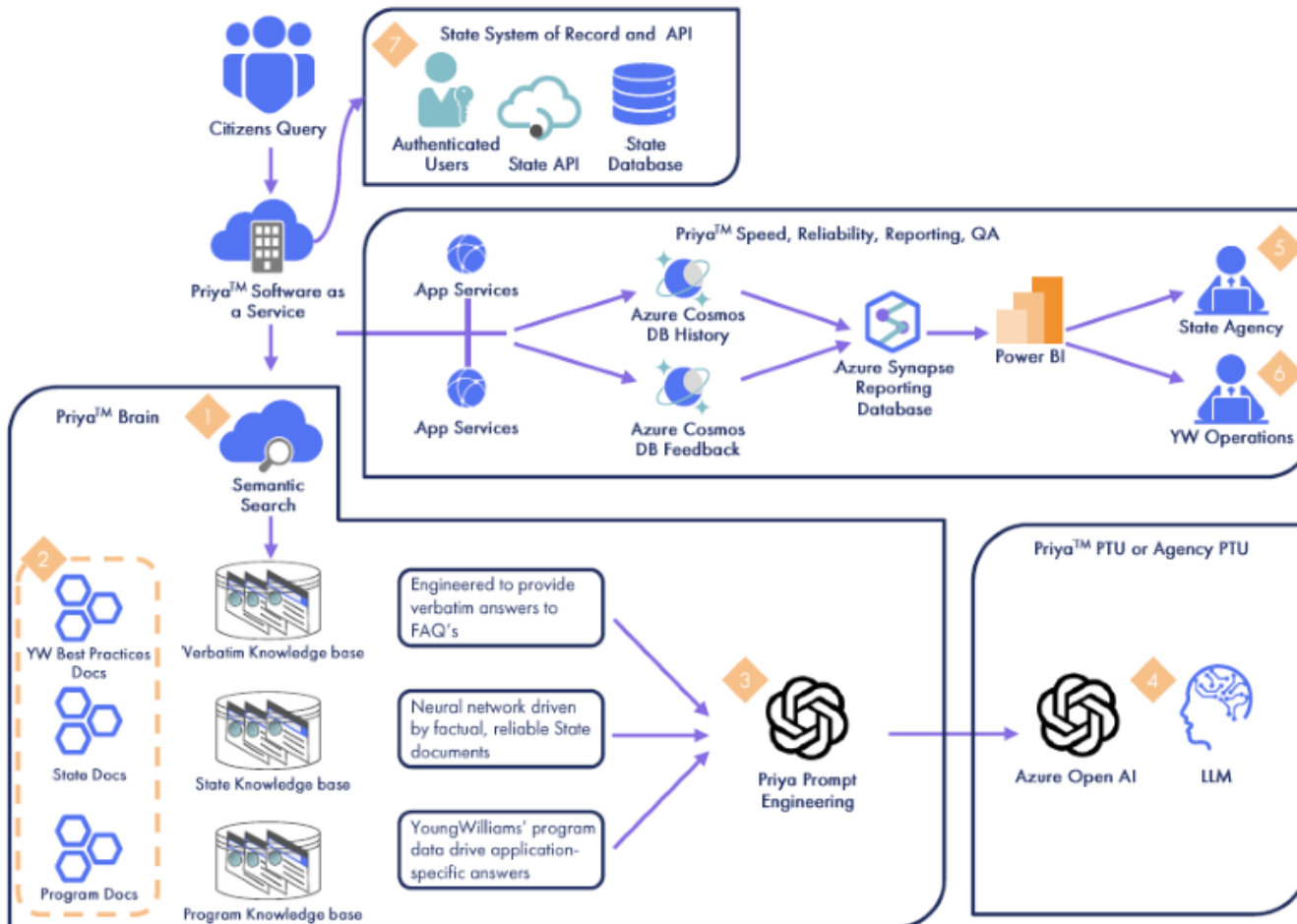


HIGH-LEVEL DIAGRAM OF PRIYA



- 1 Utilizes semantic search to ask clarifying questions to confirm customer intent; identifies beneficiary information to provide correct and verified answers for the related HHS program
- 2 Constantly trained on proprietary YoungWilliams' data from Y-Trac, state program documents, and pre-identified top FAQs and answers; the result is 100% accurate responses, a necessity for government programs relied upon for social wellbeing with little margin for error
- 3 Proprietary prompt engineering training – focused on understanding customer intent and providing empathetic answers with no possibility for hallucinations using verbatim database
- 4 Priya is constantly tested on large language models (LLM) and versions for quality, speed, and cost to ensure high quality of service, while reducing technology cost and driving margin expansion
- 5 Priya Power BI Dashboards provide state agencies with transcripts of every conversation, user Sentiment Score, feedback, and Conversation Classification to ensure that program administrators leverage data to understand program benchmarks and drive process improvements
- 6 Integration with Y-Trac enables case-specific assistance and priority task completion as well as aids in more efficient KPI collection
- 7 24/7 aid in multiple languages allows for potential to market Priya as a service to provide broader-scoped application assistance

