SearchUnify

BEYOND IVR & BASIC VOICE BOTS

Redefining Voice Support with SearchUnify

01 From Scripted Automation to Intelligent Resolution

- Natural language understanding — not keyword triggers
- Multi-turn contextual memory
- Dynamic intent reasoning
- Real-time adaptive responses

Every conversation moves toward resolution.

02 Built for Enterprise Complexity

- Multilingual & accent-aware
- Low latency & seamless interruption handling
- Secure, governed, & compliance-ready

Intelligence embedded into your ecosystem.

03 Automation When Possible. Escalation When Necessary

- Sentiment-aware handover
- Structured summaries for agents
- Full transcript continuity

No repetition. No friction.

04 Designed for Measurable Impact

- L1 workload ↓
- Average Handling Time (AHT) ↓
- First Contact Resolution (FCR) ↑
- CSAT ↑
- Operational Costs ↓

From Support Channel to Resolution Engine