Nomination: 6487

SUVA: Leveraging AI to Transform End-to-end HR Operations Globally

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Page: General Information

Provide information about the company to be considered for the award. If you will be nominating an individual, specify the nominee's employer.

Name of Organization/Company

Grazitti Interactive

Additional Contacts

I do not wish to list additional contacts

Page: Entry Information

Entry Title

SUVA: Leveraging AI to Transform End-to-end HR Operations Globally

Category

F01 - F70 Solutions, Implementations, and Training Programs or Media > F01 - F48 Solutions & Implementations > F41 - Self-Service HR Solution - New or New-Version

Solutions & Implementations Submission Format

Written Answers

a. If you are nominating a brand-new product, state the date on which it was released. If you are nominating a new version of an existing product, state the date on which the update was released. If you are nominating an implementation, state the date on which the implementation was completed. Required

New Version Released on November 15, 2022

b. Describe the features, functions, and benefits of the nominated product, service, or implementation (up to 350 words). Required

HR professionals are swarmed with a wide range of responsibilities. But what if there was a way to delegate some tasks like setting-up interviews, extending offers, employee onboarding, etc., to a smart and efficient helper? That's exactly what SearchUnify Virtual Assistant (SUVA) can help HR executives with!

SUVA is built on a unified cognitive platform that combines AI, intelligent search, and adaptive unsupervised learning. It comes with a resilient intent classifier and entity extractor that ensures the conversation loop of relevance & hyper-personalization never ceases and much more. Its key features include:

- Tackles Round-the-clock Queries with NLG: HR professionals constantly juggle a lot of things from hiring talent to creating a healthy work environment. A capable chatbot can relieve them of many recurring activities. For instance, if an employee has a query about the leave policy, SUVA can handle it without breaking a sweat. This ensures the HR team can focus on more complex and pressing matters.

- Tracks Performance Records with ML-based Insights: SUVA can keep an eye out for upcoming appraisals or performance reviews. It further provides insights into goal completion and timely reminders to employees if they need to catch up on any training(s). It can even help the employees fill out their appraisal forms, which can be particularly useful for new employees.

- Solicits Feedback Anonymously: One of the biggest responsibilities of HR teams is ensuring that employees thrive in the workplace and put their best foot forward. However, they often feel uncomfortable sharing feedback openly. SUVA can shine as a friendly colleague with whom concerns are shared. It can summarize the learnings and pass them anonymously to the HR team or management for further action.

- Automates Hiring Process with End-to-End Support: SUVA can further help with the hiring process. Once trained on what you're looking for, it can pick the candidates with the most suitable skillset and schedule interviews. Also, it can proceed with conducting the interview and uses NLP to analyze when the candidate's responses meet the job requirements.

c. For the nomination of a product or service, outline the market performance, critical reception, and customer satisfaction with the product or service to date. State monetary or unit sales figures to date, if possible, and how they compare to expectations or past performance. Provide links to laudatory product or service reviews. Include some customer testimonials, if applicable. For the nomination of an implementation, outline the need or problem that was identified, why the solution was chosen, how the solution was implemented, and the results of your implementation to date (up to 350 words). Required

SUVA has won the following awards and accolades:

- Won the 2022 Artificial Intelligence Excellence Award in the "Virtual Intelligence" category.

- Won the coveted 2021 AI Tech Award in the "bots/chatbots" category.

- TSIA named our chatbot "a best in breed" for our vision to build chatbots on top of cognitive search technology in 'The Chatbot Comeback Report 2020'.

- Forrester recognized our chatbots for leveraging search technology in The Forrester Wave: Cognitive Search, Q2 2019.

SUVA Success Story : SailPoint

SailPoint introduced SUVA, SearchUnify's intelligent chatbot, for providing customers answers round-the-clock. It performed quite well by responding to L1 queries based on the existing knowledge bases. Additionally, with real-time bot analytics, SailPoint understood more of what customers are really looking for. It noticed that the most recurring query across conversations was 'log-in issues.' That stirred up the need for SUVA to metamorphose from conversational to transactional AI. SearchUnify's intelligent algorithms taught SUVA how to reset users' passwords and help them gain access, rather than only providing help KB on resetting passwords.

Igal Dar, Technologies & KCS Manager, Field Operations, SailPoint, said : "When we looked back at SUVA's conversational performance, just on those issues, we saw a significant impact. Not only more customers engaged with SUVA, SUVA was able to help them self-service. We almost tripled our average monthly savings just for these issues."

d. Reference any attachments of supporting materials throughout this nomination and how they provide evidence of the claims you have made in this nomination (up to 250 words). Optional

Attached a comprehensive supporting PDF

Webpage Link

https://www.searchunify.com/press-release/searchunifys-intelligent-chatbot-named-winner-in-2022-artificial-intelligence-excellence-awards/ (https://www.searchunify.com/press-release/searchunifys-intelligent-chatbot-named-winner-in-2022-artificial-intelligence-excellence-awards/)

Would you like to add an additional webpage link?

Yes

Webpage Link 2

https://www.searchunify.com/press-release/searchunifys-intelligent-chatbot-bags-the-2021-ai-techaward/ (https://www.searchunify.com/press-release/searchunifys-intelligent-chatbot-bags-the-2021-ai-techaward/)

Would you like to add an additional webpage link?

Supporting Document

Download File (https://stevies-sage.secure-platform.com/file/16049/eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJtZWRpYUlkIjoxNjA0OSwiYWxsb3dOb3RaWduZWRVcmwiOiGYWxzZSIsImlnbm9y 2023%20Stevie%20Awards%20for%20Great%20Employers_%20Nomination%20for%20SearchUnify%20Virtual%20Assistant.pdf)

Would you like to add an additional supporting document?

No

By your submission of this entry to The Stevie Awards, you verify that you have read and agreed to abide by the regulations, terms and conditions of the competition. (https://stevies-sage.secure-platform.com/a/page/enter/Rules-terms)

Terms and Conditions

I Agree