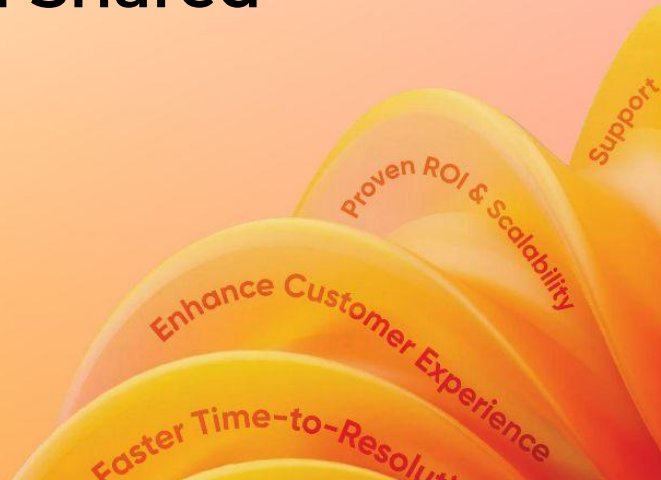




From Agents to Ecosystems

Human-Centric AI Built on Shared
World Models

Presenter: Arkadeep Joardar
Email: arkadeep.joardar@grazitti.com



Is customer loyalty built by

What We Sell



What We Sell

OR

How We Support



How We Support

long-lasting customer experiences
= efficient customer support



Support is no Longer a Function. It's a Brand Experience

The new digital
customer expectation



Customers expect
instant, relevant,
personal support

Complexity of
omnichannel + increasing
case volumes



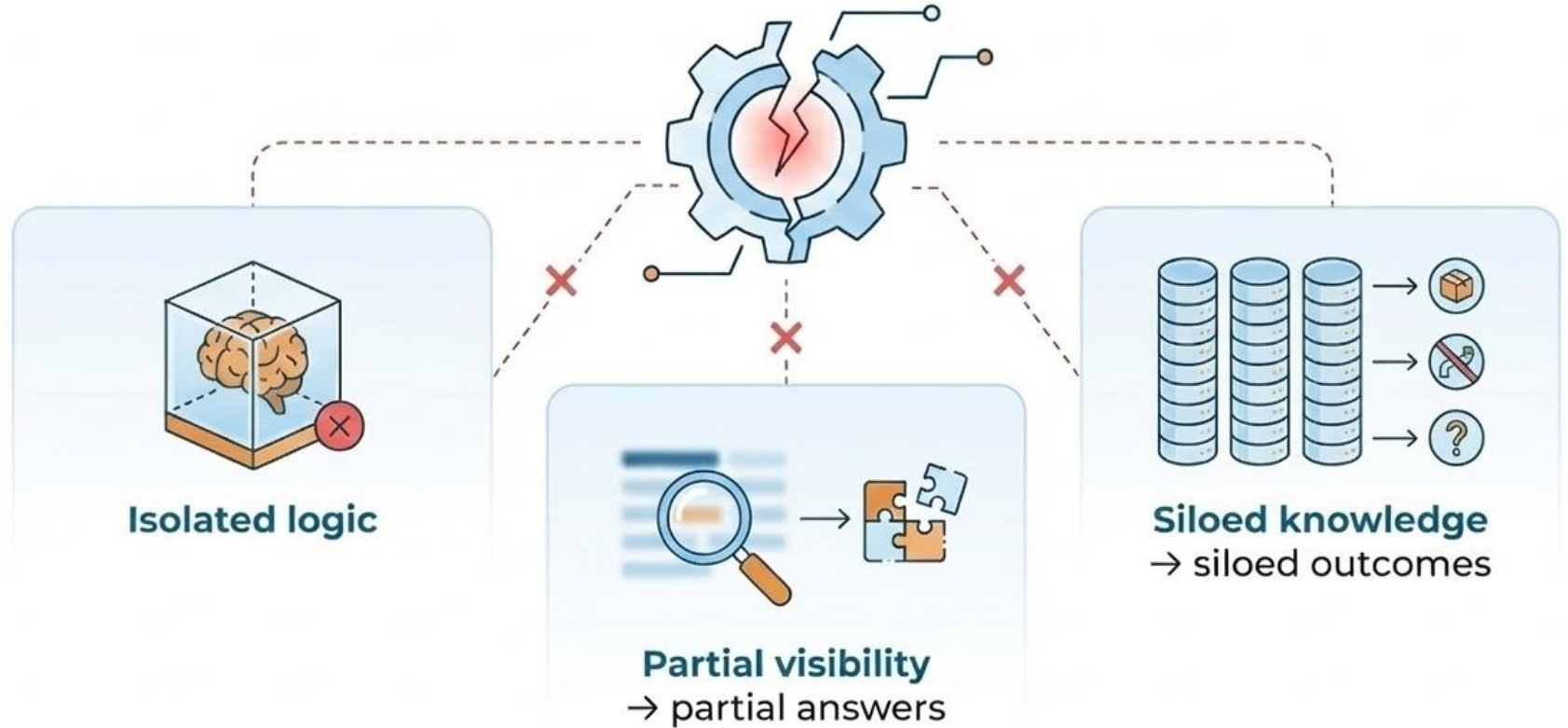
Overloads
teams

Rising knowledge
fragmentation

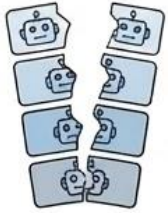


Dilutes
outcomes

Why the Old Model is Fundamentally Broken?



Reality Check - Industry Truths



80% of enterprises still run fragmented bot stacks



40%+ escalations tied to fractured knowledge



CSAT averages **2.9/5** due to context loss



High agent churn tied to 'context chaos'



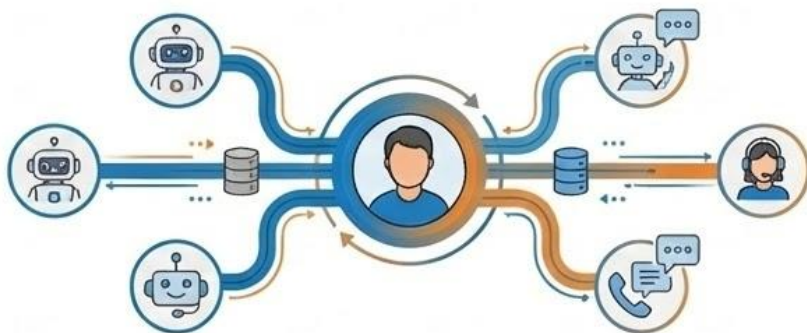
Escalations costing millions annually

The Evolution Begins From Single Agents - Agentic Ecosystems

Single Agents



Agentic Ecosystems



Multiple specialized AI agents



Coordinated workflows



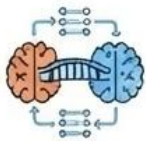
Shared memory and org-wide context



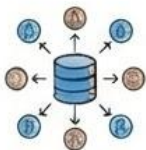
Human-centric design

The Core Breakthrough - New World Models

Where AI has a mental map — so it can think, decide, and act more like humans do, like



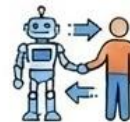
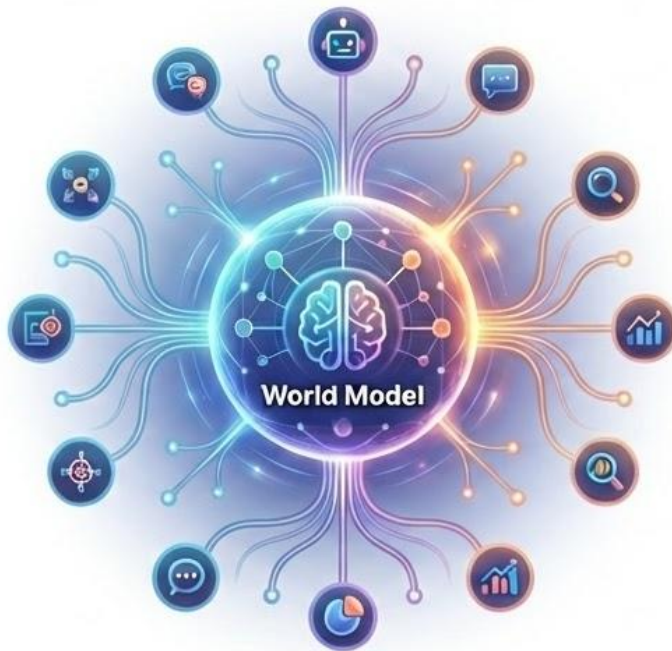
Shared knowledge
and contextual
grounding



Unified
knowledge
foundation across
all agents



Real-time context
synchronization



Dynamic learning
from cross-agent
interactions



Human alignment
at design level

“AI that doesn't just respond — it understands the world it operates in.”

Human-Centric, Not Bot-Centric

1. **Transparency:** Explainable decisions & handoffs
2. **Empathy:** Tone/personality adaptation
3. **Control:** Human-in-loop for complex cases
4. **Augmentation:** Agents empower, don't replace humans

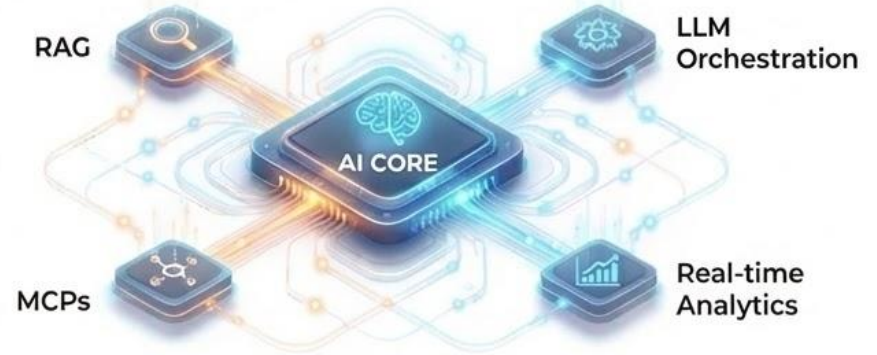
Key Benefits

- Single source of truth
- Contextual continuity
- Continuous intelligence improvement



Technical Foundation - Key Enablers

- Retrieval-Augmented Generation (RAG) -> Accurate responses
- Model Context Protocols (MCPs) -> Context sharing
- LLM Orchestration -> Agent coordination
- Real-time Analytics -> Continuous optimization



Guardrails & Ethics:

- ✓ Guardrails for autonomy
- ✓ Ethical and correct decision-making
- ✓ Auditability and trust by design



Deployment: Cloud-native, multi-tenant, enterprise-grade security

The Outcome: Autonomous Support at Scale

- Reduced escalations
- Self-improving support ecosystem
- Human agents doing higher-value work



The Future Vision - Autonomous Customer Experiences

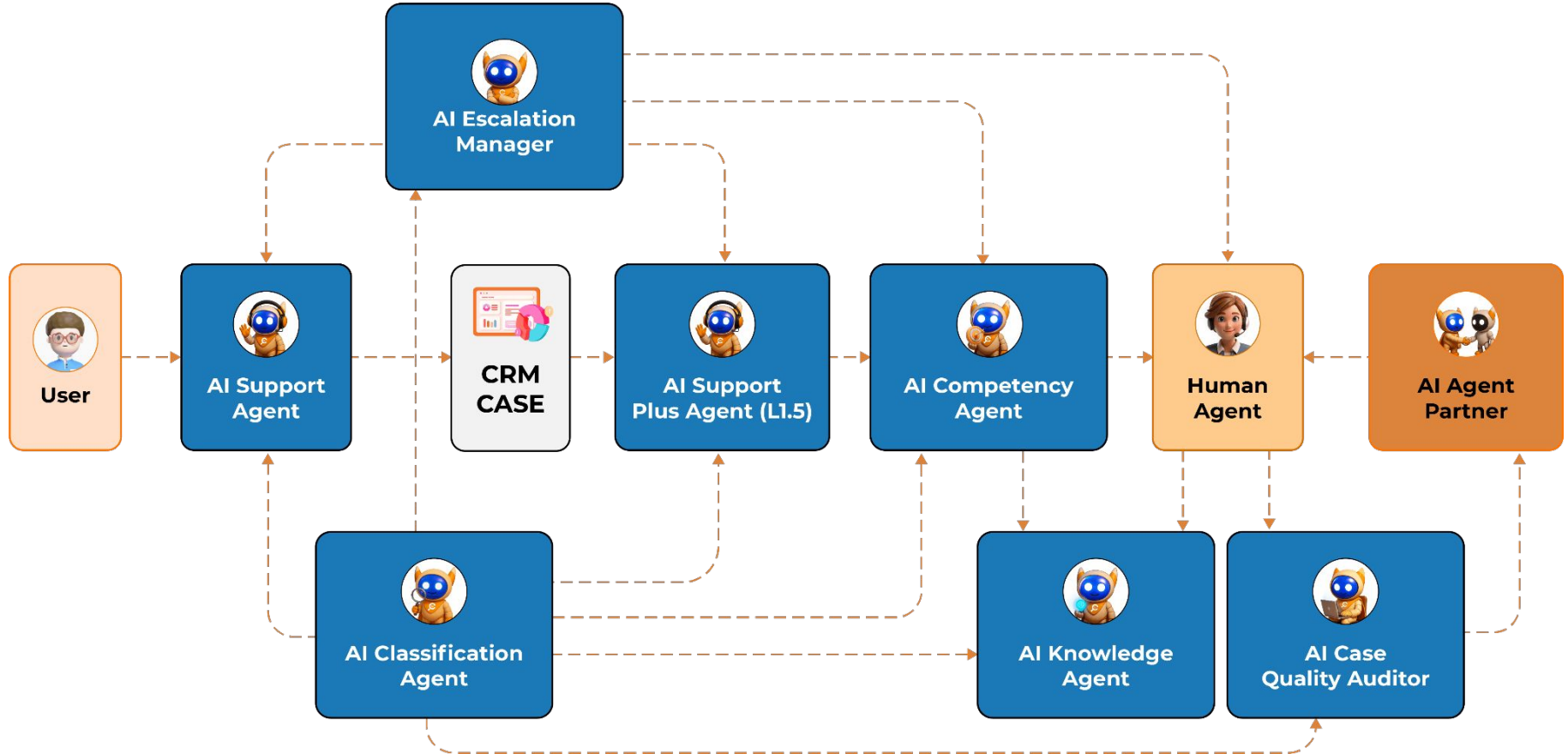


AI that grows with your business.

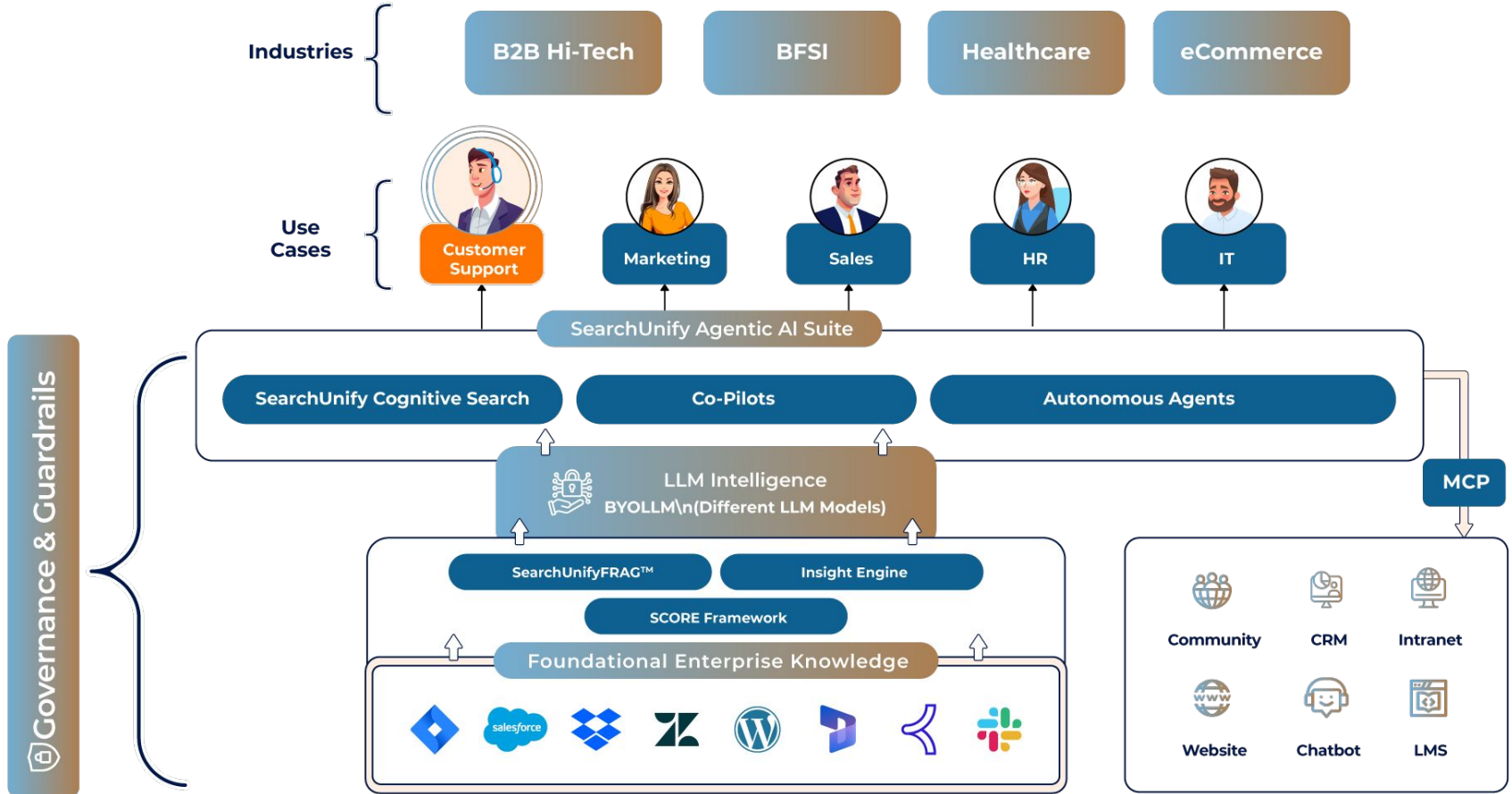
SearchUnify Multi-Agent Workflows



Agentic AI workflow for Customer Support



SearchUnify Enterprise Agentic AI Suite for Industries



Recognised by Industry Analysts

FORRESTER[®]

SearchUnify featured in Forrester's
The **Cognitive Search** Platforms
Landscape, Q2 2025 Report

IDC

SearchUnify Recognized as a **Major
Player** in the 2025 IDC MarketScape for
General-Purpose Knowledge Discovery

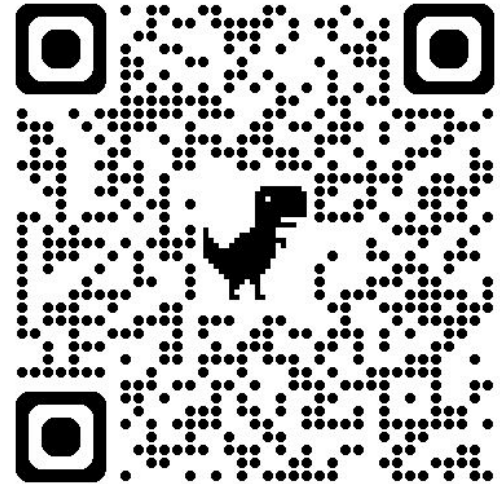


SearchUnify Named a Leader in G2
Grid[®] for **Enterprise Search for 23**
Consecutive Quarters



SearchUnify Named a **Champion** in
2025 Enterprise Search Emotional
Footprint Report by SoftwareReviews

**To Know More,
Connect with Product
Experts at Booth #B86**



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a Demo**

SearchUnify®

Thank You!

