



SHI Multi Modal ChatAgent

Elevate digital engagement with human-like, AI-powered conversations that scale.



SHI's Multi Modal ChatAgent is a next-generation, conversational AI assistant designed to elevate enterprise interactions across channels and modalities. Users can engage naturally via text, voice, images, or documents — creating frictionless, intelligent experiences that feel human, not robotic.

What does multi-modal mean for your business?

Multi-modal AI means users can interact with the chatbot using text, voice, images, and documents, not only through prompt typing. This flexibility allows your organization to meet users where they are, whether they're speaking, uploading a form, or asking a question via chat. It's not just a technical feature; it's a way to deliver faster, more intuitive service across every channel your users prefer.

Powered and built on SHI's modular AI framework and powered by NVIDIA's Enterprise AI technologies, the solution empowers organizations to deliver branded and context-aware conversations that scale across departments, devices, and use cases — rapidly and reliably.

Whether automating Tier 1 support, streamlining intake processes, or enhancing customer engagement, SHI's Multi Modal ChatAgent accelerates digital transformation at scale.

Real outcomes that drive change

Today's users — whether customers, employees, students, or citizens — demand instant, relevant, and personalized responses on their terms. Legacy systems and static interfaces no longer meet expectations.

Our Multi Modal ChatAgent meets users where they are, delivering natural, helpful conversations that feel intuitive and are flexible across voice, text, visual, and document inputs — all backed by enterprise-grade security, reliability, and scalability.

SHI's Multi Modal ChatAgent uses advanced language models and customizable personas to deliver responses that reflect your brand's tone and empathy. This human-like experience builds trust, improves satisfaction scores, and drives deeper engagement — whether you're supporting customers, employees, or citizens.

Key benefits

- **Instant, 24/7 response:** Answer user queries from internal knowledge and documents in real time.
- **Enhanced experience:** Humanized, brand-aligned digital assistants improve customer satisfaction score (CSAT) and deepen engagement.
- **Scalable personalization:** Tailor chat agents by department, language, audience, or use case.
- **Enterprise-ready governance:** Role-based access control (RBAC), audit logs, and flexible deployment options ensure compliance.
- **Rapid time-to-value:** Go from prototype to production in weeks with SHI's AI & Cyber Labs.

Organizations leveraging this solution have achieved:

- Up to 50% reduction in Tier 1 service requests.
- Lowered support costs by as much as 60%.
- Over 20% improvement in user satisfaction scores.

This is more than a chat agent; it's your productivity engine, customer advocate, and digital front door.

Versatility across industries

Designed for real-world challenges, SHI's Multi Modal ChatAgent adapts to your operational context, whether guiding a resident through permit applications, helping a student meet financial aid deadlines, or assisting an employee with HR policy details. In healthcare, it streamlines intake. In education, it supports enrollment. In business settings, it eases helpdesk workload.

- Public sector: Permit guidance, citizen services, and resident-facing agents.
- Education: Student Q&A, registrar assistant, and financial aid advisor.
- Healthcare: Intake assistant, policy navigation, and HIPAA-compliant Q&A.
- Enterprise: HR/IT assistant, onboarding agent, and policy document support.
- Retail/Finance: Product advisors, KYC assistants, and customer service augmentation.

Powered by innovation

Behind the scenes, SHI's Multi Modal ChatAgent utilizes large language models (LLMs) including Llama 3, GPT, Cohere, and Mistral. The solution leverages market-leading technology frameworks and is built with NVIDIA NeMo, deployed via NIM containers, and served through Triton Inference Server for fast and scalable inferencing. Retrieval-augmented generation (RAG) pipelines ensure responses are grounded in your internal documents, policies, and knowledge bases.

Admins can easily customize tone, voice, persona, avatar, and language preferences — no coding required. From multilingual outreach to secure document intelligence, this solution evolves with your enterprise and scales with your vision.

- Multimodal input: Text, voice, image, and documents.
- Powered by Llama 3, GPT, Cohere, and NVIDIA NIM/NeMo.
- Secure deployment: On-prem, cloud, and hybrid.
- Customizable personas, avatars, languages, and tone.
- Easy-to-use, intuitive configuration and agent cloning tools.

Why SHI

SHI is not just a global IT solutions provider; we are your AI transformation partner. Our AI Lab infrastructure, in partnership with NVIDIA, is purpose-built for enterprise-grade ideation, experimentation, and adoption. This aligns directly with our strategic approach: Imagine, experiment, adopt. We empower organizations to imagine what's possible with AI, experiment in secure, scalable environments designed for rapid prototyping and production rollout, and adopt solutions with confidence — backed by our deep expertise in infrastructure, data governance, and enterprise AI.

Whether you're a CIO seeking strategic clarity or a developer building the next-gen AI app, SHI brings the technical depth and operational rigor needed to succeed. We help you navigate complexity, reduce risk, and unlock real business value.

Ready to see it in action?

Experience the difference with a live 'Try it now' session or build your own custom version in a 2–4-week SHI engagement. Our team will guide you from ideation to production, delivering measurable results from day one.

Speak to an AI expert. Contact us at AI@SHI.com.

Learn more at SHI.com/AI.

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