
INTELLIGENCE ATLAS™

Conversation Intelligence™

The language layer that makes EVRYNN feel like a conversation.

PUBLISHED / ACTIVE

PURPOSE

Conversation Intelligence™ is EVRYNN's natural language understanding and response generation layer. It translates member inputs — questions, preferences, style dilemmas, feedback — into actionable intelligence signals. It is the interface through which members interact with EVRYNN's recommendation systems using plain language, and the engine through which EVRYNN explains itself in plain language back.

INPUTS

- Member natural language inputs (questions, style requests, feedback)
 - Expressed preferences and style vocabulary
 - Complaint and dissatisfaction signals
 - Clarification requests and follow-up queries
 - Occasion descriptions in colloquial language
 - Wardrobe dilemma statements
 - Feedback on prior recommendations (positive, negative, qualified)
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OUTPUTS

- Intent classification: what the member is actually asking
 - Preference extraction: durable signals surfaced from conversational input
 - Natural language recommendation explanations
 - Clarifying questions when input is ambiguous
 - Style vocabulary bridge: member language mapped to EVRYNN taxonomy
 - Feedback integration: conversation signals routed to PSI™ learning engine
 - Explanation of system reasoning in plain, accessible language
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TRUST MODEL

Conversation Intelligence™ does not store conversational content beyond the active session unless the member explicitly confirms a preference for future reference. The system declares when it is uncertain about a member's intent and asks for clarification rather than proceeding with a low-confidence interpretation. No conversational data is used to train external models.

EXPLAINABILITY MODEL

Every intent classification is surfaced to the member in plain language. If EVERYNN interprets a request as a styling question, it states that interpretation before responding. If it extracts a preference signal from a conversational input, it confirms that signal with the member before persisting it. The system does not act on inferred intent without member awareness.

MEMBER VALUE

Conversation Intelligence™ makes EVERYNN accessible to every member, regardless of how they express themselves. Members do not need to learn a system vocabulary — EVERYNN meets them in their language. Every exchange is an opportunity for the system to understand the member more deeply, and every response is an opportunity to explain EVERYNN's reasoning in terms that build trust.

"Understanding is not enough. EVERYNN must be understood."