

Harness the Power of Conversations to Connect with Your Customers

Today's consumers have more options for communication and broadband services than ever before. And with little to no switching costs, customers have the power to change service providers whenever it suits their needs.

When every customer touchpoint has a direct impact on loyalty and top line growth, it gives a whole new meaning to delivering exceptional experiences as a competitive advantage.

Uniphore helps telecom service providers elevate the customer service experience to reduce churn and increase customer lifetime value. Our next-generation conversational AI and automation platform provides actionable analytics and real-time agent guidance to understand customer needs, optimize every interaction, and transform your contact center into a value center.



Proven ROI with Uniphore

30%

Reduction of manual effort with customer service automation

100%

Of conversations analyzed to spot improvement opportunities

100+

Real-time agent guidance for telecom-specific customer service processes

Accelerate Time to Value with Uniphore's Pre-Built Solutions

Revenue Generation

- Simplify the digital buying and onboarding process.
- Proactively grow revenue with AI and automation to act on all revenue signals.
- Make every agent your best sales rep with real-time guidance.

Customer Service

- Maximize self-service and agent productivity with virtual agents and agent assist.
- Delight customers and reduce repeat calls with automated promise management and fulfillment.

Technical Support

- Utilize a combination of quick access to relevant knowledge content and detailed troubleshooting steps to quickly resolve service and device issues and questions, assisted or unassisted.

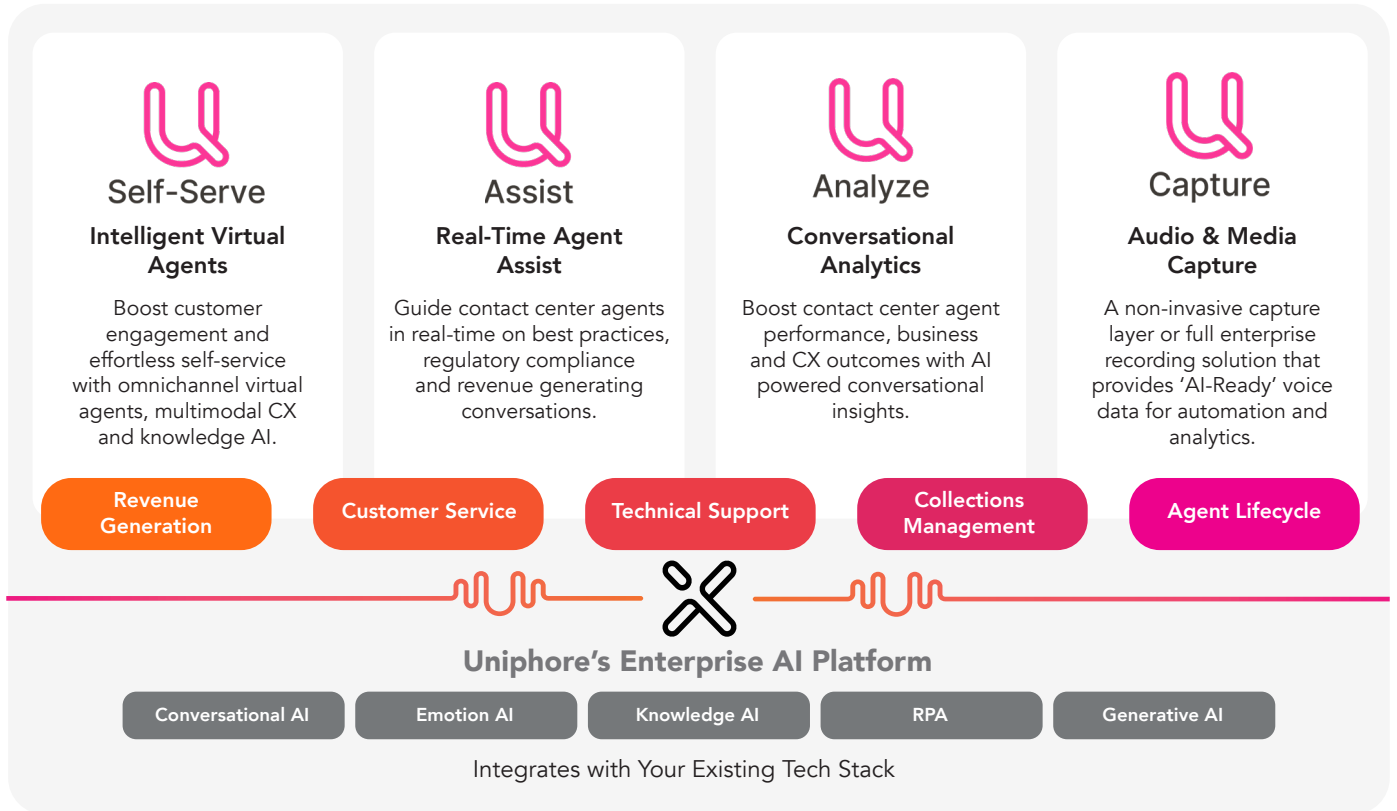
Collections Management

- Maximize debt recovery with a digital-first customer experience.
- Help collectors operate with guidelines and show the customer empathy and collect more in every conversation.

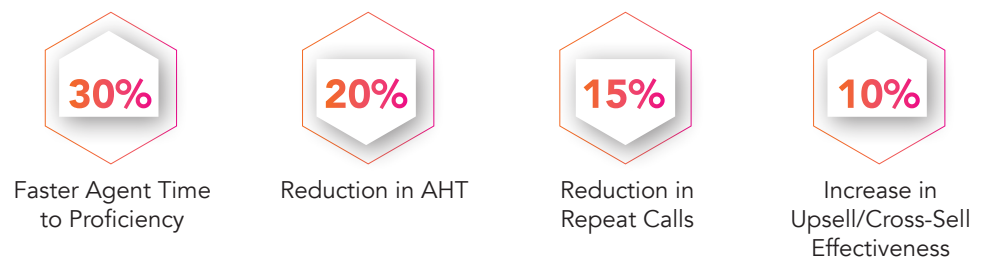
Agent Lifecycle

- Reduce training duration and time to proficiency with increased automation and just-in-time coaching.
- Use real-time and post-call insights to focus on agent well-being and reduce attrition.

Get started quickly and increase ROI with the Uniphore X Platform. With field-tested intent libraries, pre-trained AI models and domain-specific conversational insights, Uniphore sets you on the path for faster success.



For Your **Customers**.
 For Your **Agents**.
 For Your **Organization**.



“By listening to and understanding every conversation using advanced conversational AI, we can now inform customer experience decisions and strategies, automate, and improve compliance and quality control and improve agent performance”.

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Improve the Customer and Agent Experience with Conversational AI and Automation

At Uniphore, we believe companies that best understand and take action on those conversations will win. We have built the most comprehensive and powerful conversational automation platform that combines conversational AI, knowledge AI, emotion AI, and RPA (Robotic Process Automation) with a business user-friendly-UX in a single integrated platform to transform and democratize customer experiences across industries.