

# Bank on the Value of Conversations

To rise above growing competitive threats and elevated customer expectations, banks should use technology to double down on their core competencies and create new centers of operational excellence and profitable growth.

At Uniphore, we believe that financial institutions can build trust, differentiation, and sustained growth by realizing the value of conversations, a company's greatest hidden asset.



51%

of Gen Z customers prefer fintech brands. 45% of online adults think all banks are the same. 44%

Customers expect banks to improve their financial wellbeing, but only 44% feel supported. 50%

Customers want to feel reassured that the bank won't violate their trust. 50% don't trust large banks.

Source: Forrester, JD Powers, WSJ

### **Bank on the Value of Conversations**

#### Revenue Generation

Empower your contact center agents to engage in value generating conversations.
Eliminate friction in customer onboarding journeys.

#### Customer Service Automation

Mine contact center conversations and identify automation opportunities. Maximize self-service and agent productivity with virtual agents and agent assist.

# **Compliance Automation**

Automate contact center compliance to industry regulations and best practices with real-time agent guidance and error prevention.

#### Collections Management

Maximize
debt recovery
with a digitalfirst customer
experience. Help
collectors comply
with regulations
and collect more in
every conversation.

#### Complaints Management

Automate complaints capture and classification, reduce the need for back-office calibration, and prevent complaints with real-time deescalation guidance.

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**Uniphore's Enterprise AI Platform** 

Conversational Al

Emotion Al

Knowledge Al

RPA

Generative Al

Integrates with Your Existing Tech Stack

Trusted By















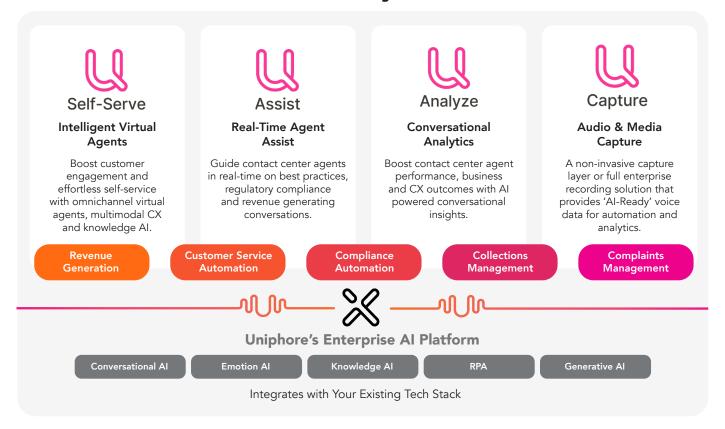
# **Boost Customer Engagement With Conversational AI and Automation**

### Cloud Implementation within 3 months!

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 Al, knowledge Al, emotion Al, and RPA (Robotic Process Automation) with a business user-friendly-UX in a single integrated platform to transform and democratize customer experiences across industries.

Founded in 2008 by Umesh Sachdev and Ravi Saraogi, Uniphore has grown to over 700 employees, six global offices, and over 100 enterprise clients. In February, Uniphore closed \$400m in Series E Financing at a \$2.5b valuation.

### How We Realize the Value of Every Conversation



### Quantified Benefits for Customers, Employees and your Business!





"As we continually strive to deliver the best member experience in our industry, our partnership with Uniphore has enabled PSCU's contact center agents to have more interactions with members and spend less time on manual tasks".

Senior Vice President of Contact Centers at PSCU

