



A NEW APPROACH TO AUTOMATING CONVERSATIONS

Humanize the self-service experience with intelligent virtual agents that understand, empathize, and resolve issues at scale.



Discover What Enterprise AI Can Do for Customer Service

Uniphore tackles the biggest challenges facing contact centers, from scaling operations to enhancing customer satisfaction. By harnessing the power of enterprise AI, U-Self Serve automates conversations over voice and digital channels for a personalized self-service experience your customers will love.

Deliver responsive, 24/7 support at scale

Deflect high-volume queries from agents

Boost engagement and customer satisfaction

Key Features



Natural Language Processing (NLP)

Understand and interact with customers directly without the need for touch-tone menu options.



Multimodal Experience

Give callers a visually guided path to minimize customer effort and improve first contact resolution.



Knowledge AI

Extract and summarize information from across content sources to answer customer inquiries instantly.



Emotion AI

Identify the tone and sentiment at every turn in the conversation to understand the drivers determining CX.



Intelligent Transfer

Authenticate customers, capture relevant information, and provide context for smooth agent handover.



Multilingual & Multichannel Support

Engage customers in the languages and channels they prefer.

Trusted by Leading Brands



Build and Deploy Virtual Agents Effortlessly

<p>Generative AI Tools</p> <p>Accelerate development of virtual agents with intelligent document cognition and AI-generated training sentences.</p>	<p>Unified Flow Designer</p> <p>Build conversation flows once and deploy across channels and other Uniphore solutions.</p>	<p>Reporting & Analytics</p> <p>Measure virtual agent performance and improve conversation outcomes with data-driven insights.</p>	<p>Pre-Built Industry Solutions</p> <p>Leverage pre-built intents, field-tested workflows, and out-of-the-box integrations to speed time to value.</p>
<p>35%</p> <p>Improvement in Self-Service Rate</p>	<p>50%</p> <p>Reduction in Customer Effort</p>	<p>10%</p> <p>Reduction in Agent Transfer</p>	

Human-first contact center solutions with Uniphore's Enterprise AI

Supercharge your contact center with the combined power of Generative, Knowledge, Emotion and Multimodal Conversational AI technologies.

 <p>Capture</p> <p>Enterprise Call & Screen Recording</p> <p>Enable complete compliance and data governance with AI-ready data captured from every interaction.</p>	 <p>Self-Serve</p> <p>Intelligent Virtual Agents</p> <p>Boost customer engagement and effortless self-service with omnichannel virtual agents, multimodal CX and knowledge AI.</p>	 <p>Assist</p> <p>Real-Time Agent Guidance</p> <p>Guide contact center agents in real-time on best practices, regulatory compliance and revenue generating conversations.</p>	 <p>Analyze</p> <p>Conversational Analytics</p> <p>Improve contact center agent performance, business and CX outcomes with AI powered conversational insights.</p>
--	---	---	---

About Uniphore

Uniphore is the first built-for-scale, AI-native company that infuses AI into every part of the enterprise experience. We deliver the only multimodal AI architecture that combines generative AI, knowledge AI, emotion AI, and workflow automation together as your trusted co-pilot to guide you to deliver the best customer experiences.