AI AND AUTOMATION TO TRANSFORM THE CONTACT CENTER

Deliver exceptional customer and agent experiences while boosting operational efficiency. With Uniphore's next-generation AI and automation, enterprises leverage end-to-end solutions purpose-built for the contact center to optimize the customer service journey from start to finish.
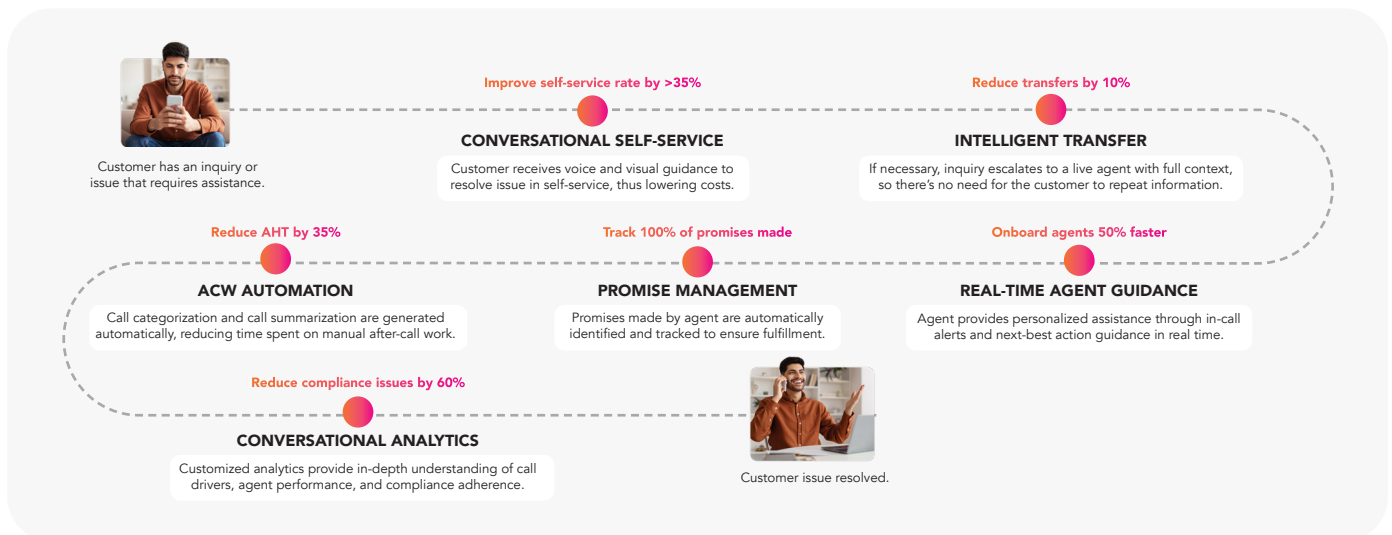
Achieve Strategic Business Outcomes with Uniphore

Deliver Exceptional CX   **Empower Employees**   **Drive Revenue**   **Reduce Costs**

Make a positive impact at every touchpoint in the customer service journey

Customer has an inquiry or issue that requires assistance.

Improve self-service rate by >35%

CONVERSATIONAL SELF-SERVICE
Customer receives voice and visual guidance to resolve issue in self-service, thus lowering costs.

Reduce transfers by 10%

INTELLIGENT TRANSFER
If necessary, inquiry escalates to a live agent with full context, so there's no need for the customer to repeat information.

Reduce AHT by 35%

ACW AUTOMATION
Call categorization and call summarization are generated automatically, reducing time spent on manual after-call work.

Track 100% of promises made

PROMISE MANAGEMENT
Promises made by agent are automatically identified and tracked to ensure fulfillment.

Onboard agents 50% faster

REAL-TIME AGENT GUIDANCE
Agent provides personalized assistance through in-call alerts and next-best action guidance in real time.

Reduce compliance issues by 60%

CONVERSATIONAL ANALYTICS
Customized analytics provide in-depth understanding of call drivers, agent performance, and compliance adherence.

Customer issue resolved.

CX and EX Solutions for the Contact Center

Uniphore U-Solutions automate, analyze, and optimize your company's most valuable asset: conversations.

Capture
Enterprise Call & Screen Recording

Enable complete compliance and data governance with AI-ready data captured from every interaction.

Self-Serve
Intelligent Virtual Agents

Boost customer engagement and effortless self-service with omnichannel virtual agents, multimodal CX and knowledge AI.

Assist
Real-Time Agent Guidance

Empower agents with turn-by-turn guidance, AI-driven knowledge, and workflow automation to maximize performance.

Analyze
Conversational Analytics

Boost contact center performance and drive business and CX outcomes with real-time, actionable insights powered by AI.
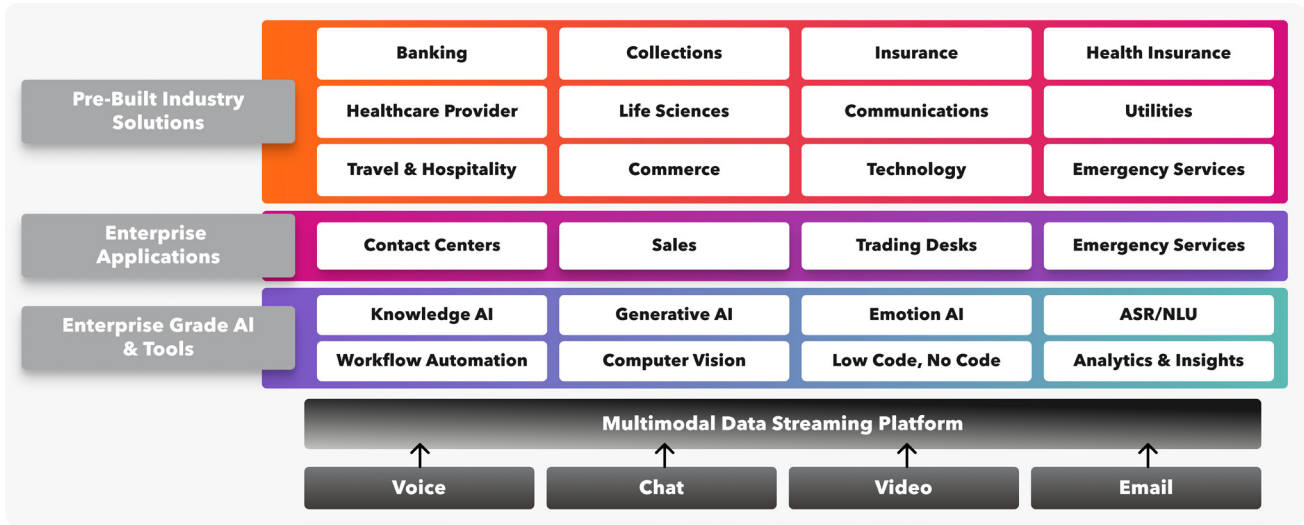
Generative AI   **Knowledge AI**   **Emotion AI**   **Conversational AI**

X-Platform

uniphore

The Power of X

Only the Uniphore X Platform combines AI and automation to drive automation across the entire customer journey, prioritize agent performance, and enable informed decisions using actionable insights.

Pre-Built Industry Solutions	Banking	Collections	Insurance	Health Insurance
	Healthcare Provider	Life Sciences	Communications	Utilities
	Travel & Hospitality	Commerce	Technology	Emergency Services
Enterprise Applications	Contact Centers	Sales	Trading Desks	Emergency Services
Enterprise Grade AI & Tools	Knowledge AI	Generative AI	Emotion AI	ASR/NLU
	Workflow Automation	Computer Vision	Low Code, No Code	Analytics & Insights

Multimodal Data Streaming Platform

Voice	Chat	Video	Email

The Impact of Prioritizing Customers & Employees

>35%	>50%	30%	20%
Improvement in Self-Service Rates	Reduction in Agent Onboarding Time	Reduction in Operational Costs	Improvement in CSAT/NPS

Select Customers

vodafone   Allstate   LG

DHL   UPS   Telefónica

DIRECTV   priceline   BlueCross BlueShield

BNP PARIBAS   Nationwide   TransUnion

Platform Partners

GENESYS   AVAYA DevConnect   CISCO

Five9   talkdesk   twilio

Amazon Connect

"With Uniphore, we achieved or over-achieved all of our targeted business benefits. Improvements in average handle time, training, and agent productivity exceeded our expectations – we're delivering significantly improved first call resolution and customer experience, while achieving cost savings."

THE GENERAL INSURANCE

About Uniphore

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.