CONVERSATION INSIGHTS AGENT

UNIPHORE

Conversation Insights Agent gives contact center leaders the power to extract actionable insights from every customer interaction. Powered by advanced AI and natural-language prompts, it identifies emerging issues, automates quality monitoring at scale, and tracks customer and agent sentiment to uncover the "why" behind performance gaps-elevating service quality, supercharge agent productivity, and optimize operations.

Ask. Analyze. Act. Post-Call Insights That Drive Contact Center Performance

Topic Discovery and Drilldown

Uncover new call drivers beyond predefined categories, know the customer sentiment across each topic, identify emerging issues, and proactively address them to reduce escalations and negative experiences.

Automated QM and Scoring

Ensure consistent quality management across all interactions by instantly reviewing agent performance with automatically filled scorecards, understand the reasoning behind each evaluation score, and validate it by linking to key moments in the transcript or the call.

Conversation Facts

Create natural language prompts to uncover actionable insights from every customer call instantly – no technical expertise required.

Customizable Dashboards

Track key metrics—like average handling time, customer sentiment, agent handling skills, in one place. Custom dashboards empower faster, data-driven decisions that improve service quality and operational outcomes.

Powerful Capabilities to Drive Efficiency

Advanced Sentiment and Tonal Analysis

Conversation Summaries (AI Generated)

AI-Driven Data Redaction

Compliance Monitoring

Streamlined Agent Coaching

Semantic Search

Upgrade from legacy systems to GenAI powered solution

Keyword lists covering all possible customer inquiries are difficult to create and manage	**Get answers instantly by asking in plain language – "Did the agent understand the customer's query?"**
Predefined call reasons miss what really matters	**Identifies unknown call reasons**
Building evaluation criteria for scorecards take days to set up	**Use conversation facts and organize them into scorecards in hours rather than days**

Farmers Insurance Transforms Customer Service

55K
Calls analyzed per day

100%
automated QA and call categorization

90%
faster time to insight

Customer Service AI

End-to-End Solutions to Optimize the Entire Customer Support Journey

Communication Recording Agent

Capture AI-ready voice and screen data to ensure compliance, support AI initiatives, and scale securely in the cloud.

Self-Service Agent

Engage customers across channels with intelligent virtual agents that understand, empathize, and resolve issues at scale.

Real-Time Guidance Agent

Equip agents with live coaching. proactive answers, and intelligent automation for fast, personalized support.

Conversation Insights Agent

Instantly uncover insights from every conversation using natural language to improve agent performance and outcomes.

Why Leading Brands Choose Uniphore

Accuracy Grounded in Enterprise Knowledge

Uniphore AI Agents deliver reliable, context-aware responses using retrievalaugmented generation, knowledge graphs, and domaintuned models—ensuring high accuracy without heavy IT lift.

AI that Powers the Entire Service Journey

Customer Service AI improves support across every interaction —from self-service to real-time guidance to post-call insights— driving greater efficiency, lower costs, and better customer experiences.

Built on the Business AI Cloud

Powered by the Business AI Cloud, Uniphore AI Agents integrate with existing systems, support governance, and scale confidently in complex contact center environments.

See what your conversations are trying to tell you.

Book a demo

uniphore.com