UNIPHORE

GENERATIVE AI-POWERED CONVERSATIONAL INTELLIGENCE

Uncovering the Wealth of Information Hidden in Customer Conversations

How can contact centers achieve measurable, sustainable improvements in their most important metrics?

By turning customer conversations —all of them—into actionable insights that drive **performance, operational efficiency, and customer experience.**

## The Need for Better Analytics is Real

Contact centers possess massive amounts of data, yet many fail to analyze it effectively. Manual auditing and survey assessments are time-consuming and inconsistent, and traditional analytics tools offer a limited view into customer experience and agent performance. With so many insights—and opportunities—for better performance and efficiency at stake, contact centers need a better way to make sense of all that data.

14% of contact center leaders say their business decisions are always data-driven
- Researchscape (2024)

81% of agent QA scores do not correlate with CSAT or FCR scores
- SQM Group (2023)
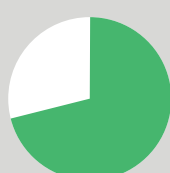
71% of today's customers expect personalized experiences when interacting with a brand every time
- McKinsey (2021)

The Lost Data from Customer Interactions

A better approach is to take full advantage of the wealth of data already available but not being used: conversational data from voice and text interactions. Contact centers have many thousands of conversations with customers every day, yet have no way to analyze the entirety of them to provide insight into:

Customer satisfaction, sentiment and intent

Points of friction in customer journeys

Agent performance and behavior

Customer complaints and feedback

Agent compliance with regulations and corporate policies

Ask, Analyze & Act on Every Customer Conversation

AI-powered conversational intelligence turns turn valuable unstructured data from customer conversations (including voice and text) into actionable insights that drive customer experience decisions and strategies, automate and improve compliance and quality control, and enhance agent performance.

Features that Drive Performance & Efficiency

Powered by natural language, U-Discover enables users to quickly and easily make sense of volumes of contact center data, with innovative features such as:

Conversation Facts
Create human-like questions that uncover actionable insights from every customer call instantly.

Topic Discovery and Trend Analysis
Uncover new call drivers, emerging issues and customer sentiment trends across each topic.

Automated Quality Monitoring and Scoring
Ensure consistent quality management across all interactions with automated scoring and contextual understanding.

Customizable Reports and Dashboards
Easily track customer sentiment, agent performance, emerging trends, and more—all in one place.

Advanced Sentiment and Tonal Analysis
Analyze the tone and sentiment of the customer and the agent to optimize conversations and improve resolution rates.

Personalized Performance Feedback
Deliver targeted, insight-driven feedback to agents post call.

Get Insights for Top Use Cases on Demand

Using generative AI, conversational intelligence can produce accurate, actionable analyses of key contact center issues. Just ask, and you'll get on-demand insights into:

Customer Experience Optimization
Gain deep insights into top call drivers, trends, customer needs, pain points, and sentiments by analyzing 100% of customer calls to make data-driven decisions that anticipate customer needs, enhance CX and build loyalty.

Automate QM
Automate key processes like quality management, compliance monitoring, and performance evaluations, enabling Quality Managers to easily create and organize natural language prompts (Conversation Facts) in scorecards - without spending days configuring rules.

Compliance monitoring and Performance Evaluation
Effortlessly evaluate agent performance and ensure compliance by analyzing every interaction for adherence to policies and standards, enabling consistent quality across the organization.

Agent Training and Development
Use granular insights to deliver individualized feedback and track agent progress, ultimately driving better performance, increased retention, and enhanced customer engagements.

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Uniphore is a leading B2B AI-native company with decades of proven success. Engineered for scalability and tailored for enterprise needs, we drive AI transformation that delivers real business impact across multiple industries and the largest global deployments. Our multimodal AI and composable data platform is at the heart of this transformation, enabling businesses to swiftly deploy AI across the enterprise. With Uniphore, organizations can harness their data and create scalable, domain-specific AI models to democratize enterprise knowledge—all while ensuring security, sovereignty, and rapid value delivery.

Today, Uniphore's technology empowers more than 750,000 end-users across 1,600 enterprises in 20 countries. Discover the unmatched capabilities of Uniphore—because there's no AI like it™.