

Akeira™ Speech-based Virtual Assistant

Offer Natural, Intuitive Customer
Self-Service Interactions through smart apps



Deliver faster outcome
in fewer steps

Update your personal
information anywhere from
your phone



Personalize your
brand experience

Virtual assistant unique
to your customer service
needs



Enable self-service
within the mobile app

Unstructured inquiries can
be handled from the app
without deep rooted menus

uniphore
Speech-based Mobility Solutions

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Beyond simple speech commands, Uniphore's Virtual Assistant Akeira™ engages customers in conversation.

Our solutions can be as interactive as you'd like; from simple service requests in the users' native language, to a continued conversation with multi-turn and contextual dialogs. Conversational dialog requires a complex set of technologies working together to deliver an effective and engaging user experience. Uniphore's Virtual Assistant abstracts the complexity offering natural, intuitive service interactions.



Customer can 'talk' to the Virtual Assistant for any banking related queries



Virtual Assistant will authenticate customer, convert customer's unstructured query to appropriate format



App talks to server in the back end, resolves the query and updates the customer

Key features:

- Authentication through Voice Biometrics to ensure security
- Advanced Noise Reduction and Silence Deduction
- Speech Recognition solutions built in 25 global languages and 150+ dialects
- Applications compatible with IVR based customer service and Mobile platforms - Android, iOS, Blackberry & Windows
- Highly scalable

“ Consumers want natural language interactions with their customer service apps; the majority believes it would be easier than typing. Among consumers surveyed, 77% would like to have the option or would prefer to interact with mobile apps through a natural spoken conversation.

- Nuance Research Team



Uniphore Software Systems is the leader in Multi lingual speech-based software solutions. Uniphore's solutions allow any machine to understand and respond to natural human speech, thus enabling humans to use the most natural of communication modes, speech, to engage and instruct machines. Uniphore operates from its corporate headquarters at IIT Madras Research Park, Chennai, India and has sales offices in Middle East (Dubai, UAE) and Manila, Philippines.

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