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

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Speech-based Mobility Solutions

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Beyond simple speech commands, Uniphore's Virtual Assistant 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

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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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