



Conversational Self Service Across Voice and Digital Channels

U-Self Serve is an intelligent virtual agent that delivers a human-like experience, simulating human conversations and delivering frictionless experiences in multiple channels, including text, chat and voice.

U-Self Serve integrates with your existing systems and channels to deliver an effortless customer experience. Drive digital adoption by offering a multimodal experience and easily build and optimize the journey with our easy-to-use customer journey designer. Use intuitive flow charts instead of code to design the best experience for your question and get up and running in weeks instead of months.

Driving impact to increase self-serve adoption:

- Conversational guidance that offers a human-like experience
- More than a FAQ; complete tasks like an agent
- Visual, interactive experience to easily communicate
- Multilingual support to serve a global audience
- Consistent experience across every channel

Trusted by Leaders



Improvement in
Self-Service Rates



Reduction in
Customer Effort



Customer
Satisfaction



Reduction In
Transfer Rate



Increase in Digital
Adoption





Increase Adoption and Engagement of your IVA

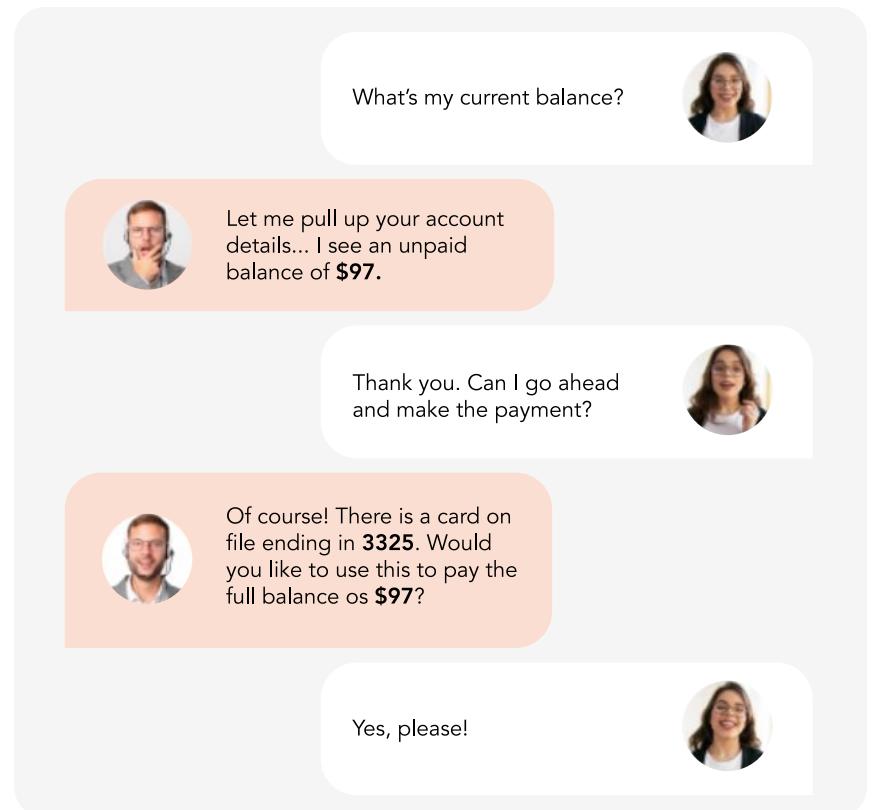
U-Self Serve offers two solutions: **U-Self Serve Bolt**, a chat and text-intelligent virtual assistant, and **U-Self Serve Max**, which, in addition to chat and text, is a voice-based intelligent virtual assistant. In both packages, AI + automation delivers much more than simple FAQs. Both packages also offer a visual, interactive experience, which increases self-service adoption and reduces channel abandonment.

- **Multilingual support** - U-Self Serve can engage customers across multiple languages and across multiple channels
- **Quick deployment** - delight your customers with effortless self-service in weeks, not months. Easily build, monitor and optimize the bot; run more A/B tests and dare to experiment to improve self-service adoption and performance.

U-Self Serve Bolt

Chat and text are the preferred mode of communication for many consumers. When your top priority is offering a digital-first experience, U-Self Serve Bolt is the best solution. U-Self Serve Bolt provides:

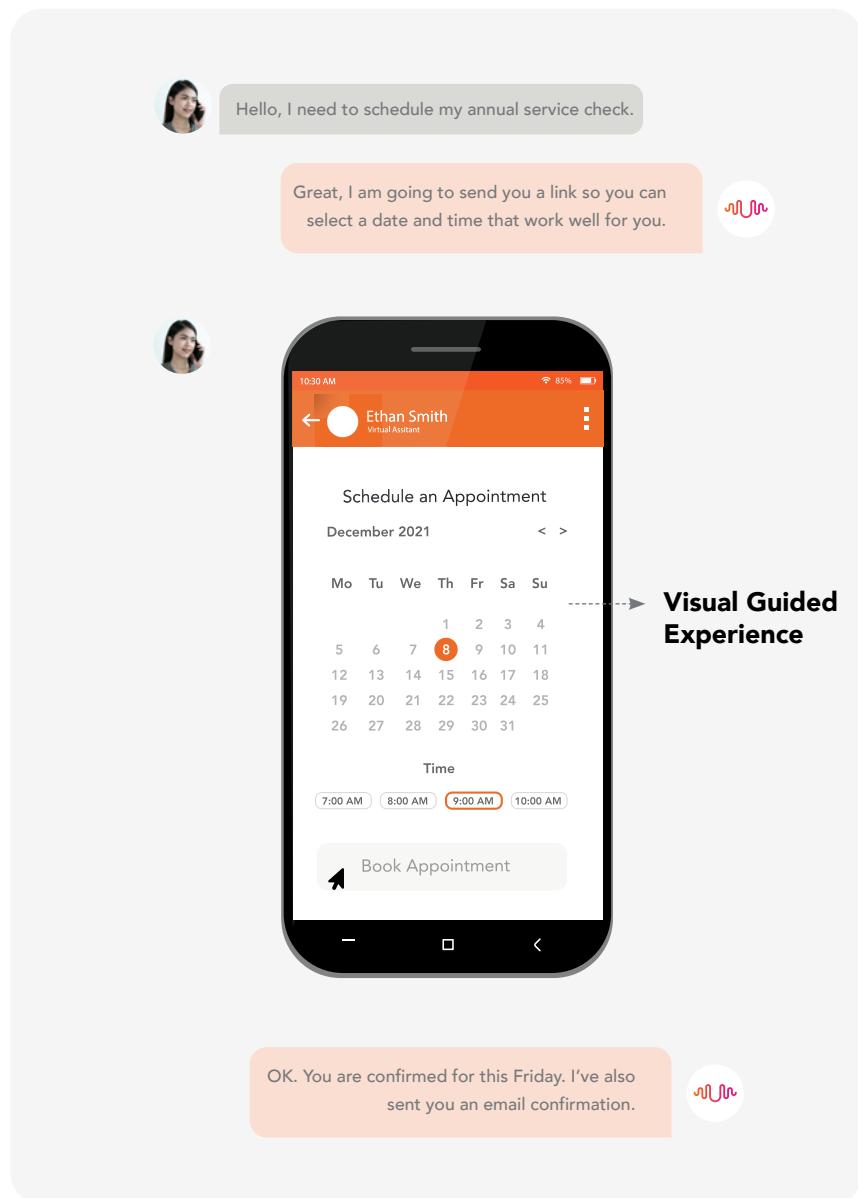
- **Conversational guidance** - accurately respond to the customer's intent and can handle multiple requests during a single interaction
- **More than a FAQ; automatically completes tasks like an agent** – U-Self Serve knows when to initiate the process and can automate required back-end processes without human assistance through a "low-code/no-code" interface (e.g., crediting an account)
- **Interactive experience** – regardless of the channel, provide customers with an easy-to-follow visual experience to solve their query, reducing time to resolution and likelihood of escalating to an agent



U-Self Serve Max

Cater to customers who prefer calling in, and avoid their no. 1 pet peeve: long hold times. With U-Self Serve Max, customers can complete most requests without the need to be transferred to an agent.

- **Consistent experience across chat, voice and text** - U-Self Serve can engage customers in their preferred channel(s) by designing flows once for multiple channels.
- **Visual guidance while you speak** – Customers are greeted by a voice assistant that understands them and offers a visually guided path to resolution, eliminating hold times, deflecting calls from a high-cost channel and prioritizing support for higher caliber engagements.
- **Intelligent call routing** - U-Self Serve intelligently recognizes customer intent and seamlessly routes the call—including full context—to the best live agent to support the query. The result: lower average handling time (AHT) and increased first call resolution (FCR).



The image illustrates the U-Self Serve Max experience across three different touchpoints:

- Messaging Interface:** A customer message "Hello, I need to schedule my annual service check." is responded to by the system: "Great, I am going to send you a link so you can select a date and time that work well for you." A small Uniphore logo is visible in the bottom right corner of the message bubble.
- Mobile App Screen:** A smartphone displays the "Schedule an Appointment" feature. The screen shows the date December 2021 with a calendar grid. The 8th of December is highlighted with a red circle. Below the calendar, a time selector shows intervals from 7:00 AM to 10:00 AM, with 9:00 AM selected. A large "Book Appointment" button is at the bottom. An arrow points from the text "Visual Guided Experience" to this screen.
- Confirmation Message:** A final message confirms the appointment: "OK. You are confirmed for this Friday. I've also sent you an email confirmation." Another small Uniphore logo is in the bottom right corner of this message bubble.

The Uniphore Difference

An Intelligent Virtual Assistant Your Customer Wants to Engage

U-Self Serve is more than a FAQ chatbot. Available across the IVR, web and mobile, U-Self Serve enhances the user experience by using automation and visually interactive cards, completing requests without the need of an agent. Book a service call, reset your password, upgrade to a new service plan or purchase that must-have item. U-Self Serve effortlessly supports these requests and much more.

Platform Partners



Testimonial



"Uniphore is an **important part of our overall vision to make it easier for customers to self-serve** through their preferred channels. As PSE continues to invest and find ways to improve our customer experience, **working with Uniphore to update our automated voice system allows us to offer a customized and innovative option.**"

Josh Jacobs, Director of Business Integration



U-Self Serve at a Glance: Bolt and Max

Helping you make an informed decision

Features	Bolt	Max
Web and Mobile Chat	✓	✓
Visual Interactive Customer UI	✓	✓
Conversational Guidance	✓	✓
Complete Request with RPA	✓	✓
Standard Reporting	✓	✓
Voice	✓	✓

Evaluating Conversational Self-Service Solutions?

[Check out our IVA Buyers Guide.](#)



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