Empower Agents to Consistently Deliver

U-Assist is an intelligent agent guidance solution that reduces onboarding time, minimizes costly error rates and improves operational efficiencies.

U-Assist leverages Artificial Intelligence (AI) and Robotic Process Automation (RPA) to drive automation with knowledge-based integration, based on the conversation, automatically providing agents with all the customer information they need without having to place a valuable customer on hold.

**Enhance the agent experience and drive results like:**

- Reduced agent onboarding time
- Increased upsell and cross-sell opportunities
- Increased agent performance and productivity
- Minimized costly errors
- Reduced repeat calls
- Consistently exceptional customer service
- Reduced agent handling time

**Trusted by Leaders**

- **75%** Reduction in Agent Onboarding Time
- **90%** Reduction in Error Rate
- **>35%** Reduction in Average Handle Time
- **>20%** Improvement in First Contact Resolution
- **20%** Reduction in Agent Attrition
Get Started and Scale for Tomorrow

U-Assist offers two solutions, U-Assist In-Call and U-Assist Aftercall, split into two packages: Bolt and Max. This offers businesses full flexibility in choosing where to start or continuing to optimize the agent experience.

U-Assist In-Call

Provide agents with real-time guidance during the call. The guided workflows and next-best action alerts help to reduce agent onboarding time, minimize costly error rates and expedite the call to a successful resolution. New agents can quickly onboard while existing agents can keep pace with changes to consistently deliver an exceptional experience to each customer. U-Assist In-Call is available in two packages depending on the needs of your business: Bolt (rule-based) and Max (AI-powered).

U-Assist In-Call Bolt

- **Real-time agent guidance** – Next-best action and agent guidance is pre-programmed to ensure consistency on every call and adherence with business requirements.

- **Reduce errors through process automation** – Humans make mistakes. With process automation, the system automatically takes action on the agent’s behalf (e.g., automatically waiving fees or crediting a customer’s through RPA). This helps in avoiding missteps and manual errors.

- **Serve a global audience** – Bolt is language agnostic, so you can guide agents in every language.

- **Quick time to value** – Bolt is quick to implement, allowing you to jumpstart agent adoption.

Contact Center CRM
U-Assist In-Call Max

- **AI-powered real-time agent guidance** – Next-best action and agent guidance is based on conversational cues from the customer, ensuring contextual, personalized guidance specific to each call.

- **Increase agent engagement with customers** – Improve the customer experience by reducing dead air and hold time.

- **Reduce agent discovery time** – Unlike rule-based programs, AI-powered Max enables contextual, just-in-time guidance. This decreases the time required for agents to understand and serve the needs of every customer.

- **Scale personalized guidance** – Rule-based guidance can only support a limited number of intents. Max is the next stage in automation, dynamically guiding agents based on the customer’s needs and supporting multiple intents.

**Contact Center CRM**

Workflow guidance with “Next-Best Action”

AI-based guidance

Customer info
U-Assist Aftercall

Reduce call hold times and long call queues while agents complete call notes. U-Assist Aftercall automates the call summary process, accurately capturing the key points of the conversation, actions taken and promises made to the customer. Agents can now generate a summary of the call—while the call is still active—reducing after-call work and customer call waiting times. You can also define your own templates for the call summaries. U-Assist also captures the actions taken during the call, whether by the agent or automatically by the system, and uploads them directly to the CRM. With our Max package, AI recognizes and tracks promises or commitments made during the call, reducing repeat call rates and driving customer loyalty.

U-Assist Aftercall Bolt

- **Reduce the time spent in after-call work** – Get agents back on the line quicker with real-time call categorization and summarization.
- **Enhance call insights** – Capture actions taken — not just words recorded — and use consistent, data-driven notes to draw meaningful insights and better serve customers in the future.
- **Deliver consistent call summaries across the contact center** – AI and automation ensure the information your business requires is captured on every call. Increased quality and consistency in the summaries can also provide greater business intelligence for analytics.
- **Increase agent productivity** – By summarizing the call while still on the phone, agents can better focus on the needs of the customer.
- **Save time with multi-intent call summarization** – Generate summaries for multiple issues addressed during the call.

U-Assist Aftercall Max

- **Reduce repeat calls through promise tracking** – Recognize and track promises made during the call with next-gen AI.
- **Ensure accurate expectation setting** – AI automatically identifies promises as they are made by agents in real-time.
- **Avoid missed promises** – Continuous monitoring of actions related to completion of promises allows timely action to avoid missing promises.
The Uniphore Difference

The First Real-Time Agent Guidance Solution to Ensure You Fulfill Your Customer Promises

The most comprehensive agent guidance system available, U-Assist is the first solution to capture promises as they are made and track them on behalf of the agent. It’s also the first complete after-call solution, automatically triggering call summarization and allowing agents to generate multiple summaries for the different requests handled all without having to wait until the end of the call. Using robotic process automation to complete tasks on behalf of the agent, U-Assist delivers the industry’s best in-call guidance solution. The result: an exceptional experience for both the agent and customer.

Platform Partners

Testimonial

“As we continually strive to deliver the best member experience in our industry, our partnership with Uniphore has enabled PSCU’s contact center agents to have more interaction with members and spend less time on manual tasks.”

Rini Fredette, SVP Contact Center PSCU

Evaluating Agent Assist Solutions?
Check out our Real-Time Coaching Guide
U-Assist at a Glance: Bolt, Max and Max Plus

U-Assist Max Plus is the combination of U-Assist In-Call Max and U-Assist Aftercall Max, offering the most comprehensive real-time agent solution to drive maximum impact across your contact center.

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