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

U-Assist provides turn-by-turn guidance to help agents navigate complex conversations and drive resolution--without putting the customer on hold. U-Assist also reduces tedious after-call work (ACW) with automated call and chat summarization, so agents can focus on what matters--the customer.

**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

**Empower Agents to Consistently Deliver**

**Trusted by Leaders**

- Reducing Average Handle Time: >35%
- Reducing Error Rate: 80%
- Improving First Contact Resolution: >20%
- Reducing Agent Onboarding Time: 50%
- Reducing Agent Attrition: 20%
Get Started and Scale for Tomorrow

U-Assist offers three solutions: In-Call (Bolt and Max), Summary, and Max. This offers businesses full flexibility in choosing where to start or optimize the agent experience.

U-Assist In-Call Bolt

• Guided workflows – Pre-configured workflows guide agents at every step to ensure consistency on every call and adherence with business requirements.

• Process automation – Humans make mistakes. With process automation, the system automatically takes action on the agent’s behalf. This helps in avoiding missteps and manual errors.

• Language agnostic – Guide agents in every language to serve today’s global audience.

U-Assist In-Call Max

Includes all of the features of In-Call Bolt, plus:

• AI-powered real-time agent guidance – In-call alerts and next-best actions are based on conversational cues from the customer, ensuring contextual, personalized guidance specific to each call.

• Supervisor module – Monitor agent status, view call transcription, and provide live feedback to help agents drive resolution and maximize outcomes.

• AI-sourced knowledge – Give agents the exact information they need in real time. Uniphore’s knowledge AI unifies information from across data sources to provide agents with accurate, contextual responses to customer queries.

• Sentiment analysis – Gain valuable insights into the emotions and attitudes of customers and agents, for the full context of conversations.

Contact Center CRM

Workflow guidance with “Next-Best Action”

Supervisor module

Customer info
U-Assist Summary

• **Summarize call and chat conversations** – Automatically summarize every conversation using Conversational AI and Generative AI. U-Assist captures vital information such as customer intent, steps taken for resolution, and conversation outcome.

• **Save time with multi-intent call summarization** – Generate summaries for multiple issues addressed during the call.

• **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 summaries across the contact center** – AI and automation ensure the information your business requires is captured for every voice and digital interaction. Increased quality and consistency in the summaries can also provide greater business intelligence for analytics.

U-Assist Max

U-Assist Max combines all of the capabilities of U-Assist In-Call and Summary into one comprehensive solution. With U-Assist Max, contact centers harness the full power of AI and automation, both during and after interactions, to deliver seamless CX, boost agent performance, and drive process adherence and compliance.

More Options to Supercharge Your Contact Center

• **Promise management** – Automatically capture promises as they are made by agents in real time and track their fulfillment to ensure promises are kept.

• **Tonal analysis** – Go beyond knowing what was said, to understanding how words were said. With tonal analysis, agents improve the quality of conversations through empathy and engagement.
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 or chat summarization and allowing agents to generate multiple summaries for the different requests handled all without having to wait until the end of the conversation. 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

AVAYA
Cisco
GENESYS
Five9
Amazon Connect

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

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

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<th>Feature</th>
<th>In-Call</th>
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Promised management
- Bolt: Add-on
- Max: Add-on
- MaxBolt: Add-on

Tonal analysis
- Bolt: Add-on
- Max: Add-on
- MaxBolt: Add-on