U-Self Serve is an intelligent virtual assistant that engages your customers in natural, human-like conversation to answer questions and resolve common issues over chat, text, and voice. Automate high-volume interactions and deflect repetitive queries from busy agents. Provide voice and visual guidance to improve containment rates. And deliver personalized, always-available support to elevate the customer experience.

Driving impact to increase self-serve adoption:

- Seamless integration with CCaaS platforms, communication channels, and other third-party systems
- Multimodal CX with voice and visual guidance to expedite resolution
- Multilingual detection and support to serve a global audience
- AI knowledge bot for accurate and contextual responses
- Rapid deployment to realize faster time to value

Trusted by Leaders

- Improvement in Self-Service Rates
- Reduction in Customer Effort
- Reduction In Transfer Rate
- Increase in Digital Adoption
U-Self Serve Features

- **Intent recognition** - Accurately identify customer intent and handle multiple requests during a single interaction

- **Process automation** - Intelligently initiate back-end processes without human assistance, automatically completing tasks like an agent

- **Knowledge bot** - Extract information from across data sources in real time to provide customers with accurate, contextual responses related to their query.

- **Intelligent call routing** - Transfer the conversation to a live agent with complete context, so customers don’t have to repeat the same information.

- **Multimodal experience** - Provide customers with voice and visual guidance to reduce time to resolution and likelihood of escalating to an agent.

- **Shared flows and business logic** - Design conversation flows once and deploy across voice, chat, and text. The same flows and business logic can be used in the U-Assist real-time agent guidance solution, for a consistent customer experience across channels.

- **In-house ASR** - Trained specifically on contact center conversations, Uniphore’s proprietary automatic speech recognition provides unprecedented accuracy and the flexibility to customize to business needs.

- **Multilingual support** - Engage customers in multiple languages and regional dialects across multiple channels.
U-Self Serve empowers customers to resolve common issues through conversational self-service that’s easy to use. Available over voice, chat, and text, U-Self Serve elevates the customer experience with responsive, 24/7 support, while deflecting high-volume interactions from busy agents.

Features

- Multi-channel deployment - voice, chat, text
- In-house automatic speech recognition (ASR)
- Voice and visual guidance (multimodal CX)
- No-code visual flow designer
- Knowledge bot for AI-sourced information
- Robotic process automation (RPA)
- Public API for custom integration
- Intelligent routing
- Multilingual support
- Reporting & analytics
- Enterprise security and compliance

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

Evaluating Conversational Self-Service Solutions?

Check out our IVA Buyers Guide.

www.uniphore.com