UNIPHORE CUSTOMER SERVICE AI

SELF-SERVICE
AGENT
TRANSFORM CUSTOMER EXPERIENCE WITH UNIPHORE'S AGENTIC SELF-SERVICE

UNIPHORE

Powered by Agentic AI and enterprise-grade LLMs, Self-Service Agent is purpose-built for the demands of modern contact centers—delivering faster, measurable outcomes whether you're modernizing support or scaling automation.

Reimagining Self-Service with AI Agents That Reason, Adapt, and Resolve

Self-Service Agent transforms the contact center with autonomous AI agents that engage in human-like conversations and take intelligent action—understanding context, intent, and emotion. It automates complex workflows, boosts containment, cuts costs, and delivers faster resolutions with elevated customer experiences at enterprise scale.

Automate Complexity.
End Escalations.
Drive Business Value.

Resolve Faster.
Delight Customers.
Transform the CX.

Deploy Fast.
Lower Costs.
See Value Sooner.

Secure at Scale.
Stay Compliant.
Earn Customer Trust.

Why Uniphore's Agentic Self-Service?

Augment your contact center with autonomous AI agents that deliver 24/7, human-like support. Self-Service Agent engages customers across voice and digital channels, delivering accurate answers grounded in enterprise knowledge—resolving issues quickly and enabling a smarter, frictionless self-service experience.

Key Features

Hyper-Personalization with Memory	Leverages both short- and long-term memory to recall user preferences, personalize responses, and drive context-aware conversations across sessions and channels.
Multilingual, Emotion-Aware Communication	Real-time language detection with smooth mid-session switching. Adapts tone and response based on emotional cues to de-escalate, empathize, or celebrate.
Intelligent, Multi-layered Authentication	Supports passive and active voice biometrics, OTPs, facial/fingerprint recognition, and CAPTCHA—seamlessly integrated for secure, frictionless identity verification.
Complex Task Automation Across Systems	Handles end-to-end multi-step tasks by integrating with enterprise and third-party tools. Breaks down complex flows, gathers inputs, and delivers outcomes clearly.
LLM-Powered No-Code Agent Design	Design conversational flows using natural language or visual tools. Combine deterministic NLU and autonomous LLM execution with robust orchestration and guardrails.
Continuous Learning & Optimization	Automated testing, A/B experiments, and healing agents improve performance over time. Human-in-the-loop and RLHF (Reinforcement Learning from Human Feedback) mechanisms ensure accuracy and control.
Enterprise-Grade Guardrails & Compliance	Built-in safeguards for data privacy, hallucination prevention, brand tone enforcement, and Responsible AI. Compliant with PCI, HIPAA, GDPR, and more.
Real-Time Analytics & Smart Escalations	Built-in safeguards for data privacy, hallucination prevention, brand tone enforcement, and Responsible AI. Compliant with PCI, HIPAA, GDPR, and more.

3x
Faster Resolution

50%
Improved Customer Satisfaction

60%
Reduction in Human Workload

Modern contact center solutions with Uniphore's Enterprise AI

Supercharge your contact center with the combined power of Generative, Knowledge, Emotion and Multimodal Conversational AI technologies.

UNIPHORE CUSTOMER SERVICE AI **COMMUNICATION RECORDING AGENT**	**Voice and Screen Capture** Enable complete compliance and data governance with AI-ready data captured from every interaction.
UNIPHORE CUSTOMER SERVICE AI **SELF-SERVICE AGENT**	**Autonomous AI Agents** Drive resolutions, reduce costs, and scale smarter with agentic self-service that delivers exceptional CX across every channel.
UNIPHORE CUSTOMER SERVICE AI **REAL-TIME GUIDANCE AGENT**	**Real-Time Agent Assist** Guide contact center agents in real-time on best practices, regulatory compliance and revenue- generating conversations.
UNIPHORE CUSTOMER SERVICE AI **CONVERSATION INSIGHTS AGENT**	**Conversational Intelligence** Unlock accurate, AI- powered insights to elevate contact center performance and drive real business and CX impact.

Trusted by Leading Brands

Allstate.   GE APPLIANCES   UPS   LG   CAESARS ENTERTAINMENT.

See How Self-Service Agent unlocks Actionable Insights.
Self-Service Agent can help you elevate CX and boost performance—visit uniphore.com today.

About Uniphore

Uniphore is a leading AI-native company with decades of proven success. Engineered for scalability and tailored for enterprise needs, we drive AI transformation that delivers real business impact across multiple industries and the largest global deployments. Our Zero Data AI Cloud is built on a multimodal AI and data platform and is at the heart of this transformation, enabling businesses to swiftly deploy AI across the enterprise. With our Zero-Data AI Cloud, organizations can harness their data and create scalable, domain-specific AI models to democratize enterprise knowledge—all while ensuring security, sovereignty, and rapid value delivery. Today, Uniphore's technology empowers over 750,000 end-users across 1,600 enterprises in 20 countries.