

Uniphore's Integration With Genesys

Conversations are vital to delivering world-class customer support and experiences. Uniphore has built the most comprehensive and powerful conversational automation platform that combines conversational AI, workflow automation, and robotic process automation (RPA) under a single integrated low-code/no-code platform to harness the power of conversations.

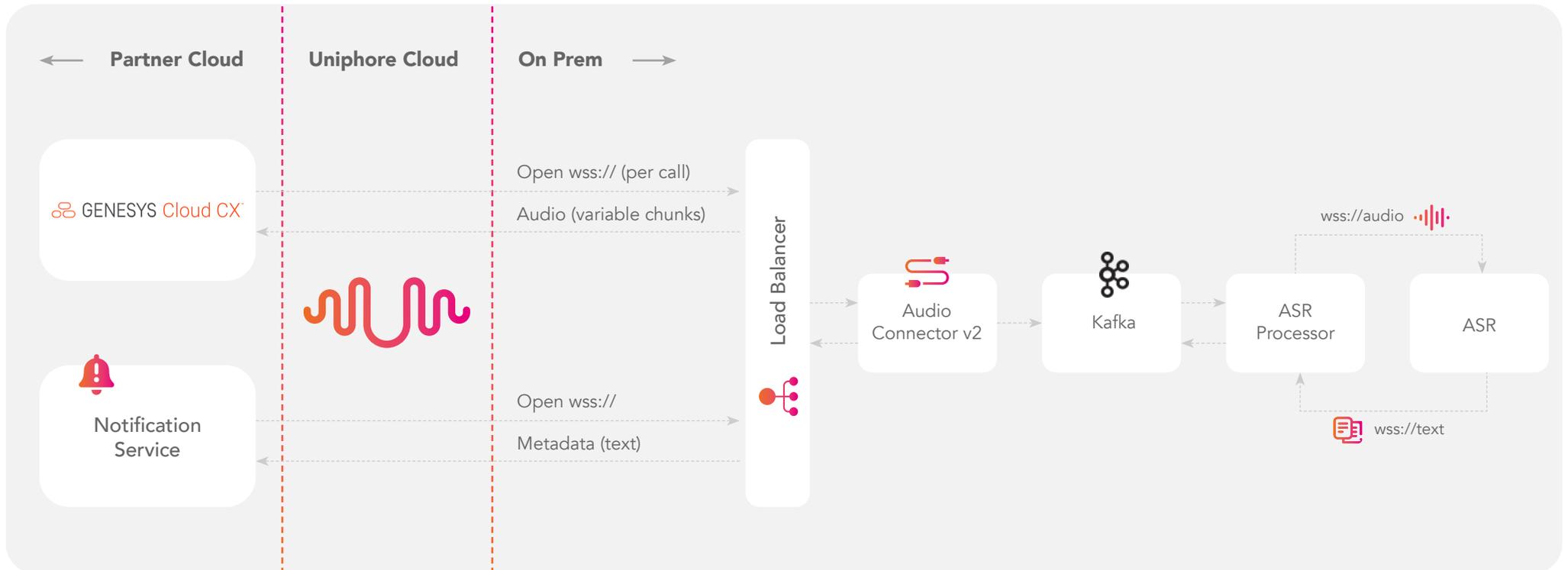
Uniphore's leading conversational automation solutions are now available on the Genesys® Cloud through the AppFoundry, the industry's largest dedicated marketplace focused on customer experience solutions. Genesys®AppFoundry is trusted by over 10,000 customers in more than 100 countries.

The AppFoundry allows Genesys customers across industries to discover and rapidly deploy a broad range of solutions that make it easier to interact with consumers and engage employees.



Uniphore and Genesys Better Together

Through Genesys Cloud CX™ audiohook API integration, Uniphore can now deliver world-class conversational automation products to Genesys Cloud CX™ customers. Uniphore products help agents in real-time by automating after call work (ACW) and providing relevant in-call alerts and next best action guidance.



Empower Agents to Consistently Deliver

U-Assist In-Call (available in Bolt and Max)

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 Aftercall (available in Bolt and Max)

Avoid 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. 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.

Business Benefits



Reduction in Agent Onboarding Time



Reduction in Error Rate



Improvement in Average Handle Time



Reduction in First Contact Resolution

Existing Customers



[Learn more about specific features and integrations of Uniphore's solutions in Genesys AppFoundry® Marketplace](#)

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Premium App

 GENESYS Cloud CX™

