



Empower Agents to Consistently Deliver

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

Trusted by Leaders





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

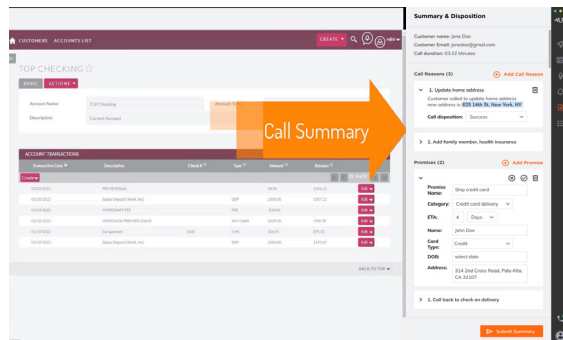
The screenshot displays a CRM interface for a customer account. The main panel shows account details for 'TOP CHECKING' and a table of recent transactions. A sidebar on the right, titled 'Next Best Action', provides workflow guidance with 'Next-Best Action' suggestions. The sidebar includes a 'Customer Greeting' section with a 'Greeting Flow' button, a 'Customer Greeting' message, and a 'Next Best Action' section with a 'Next Best Action' button. The sidebar also includes a 'Previous Flow' section with a 'Previous Flow' button. A 'Customer info' label is positioned at the bottom right of the sidebar.

Transaction Date	Description	Check #	Type	Amount	Balance
01/20/2022	Salary Deposit (Bank, Ind)		DEP	2500.00	1387.21
01/24/2022	OVERDRAFT FEE		FEE	-24.00	
01/25/2022	MORTGAGE PREMIER LOAN		ACH-DBA	-557.36	-456.78
01/25/2022	Car payment	3423	CHK	-324.45	-879.32
01/25/2022	Salary Deposit (Bank, Ind)		DEP	2500.00	1375.47



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



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](#)

The screenshot shows the Uniphore website. The top navigation bar includes 'Products', 'Solutions', 'Resources', 'Insights', and 'Company'. A secondary navigation bar highlights 'Explore the latest innovations in Conversational AI, Automation and Emotion Intelligence at Uniphore Converse, a virtual experience' with a 'Watch Now' button. Below this, there are links for 'Q for Sales', 'Why EQ', 'Trust', 'Pricing', and 'Demo'. The main content area features a large image of a smiling agent in a headset. The text reads: 'What Is Real-Time Agent Coaching and Why Do Call Centers Need It? Real-time agent coaching is a new way to empower your agents to be successful, help them be more productive and effective faster, reduce their stress and anxiety, and improve not only their experience but that of customers as well. Because we all know that a great customer experience begins with a great agent experience.' Below this, there is a section titled 'Agents are more stressed — and likely to leave — than ever' with a list of reasons: 'Complex customer issues', 'Constantly changing products and capabilities', 'Cumbersome workflows and multiple, disjointed agent tools', 'Massive call volumes', 'Unhappy customers', and 'Work from home'. A small image shows a stressed agent at a laptop. At the bottom, a quote states: 'The average customer-service representative between the age of 20 and 34 stays on the job for just over one year, according to the United States Bureau of Labor Statistics. It's no wonder that call center turnover rates in many areas have reached untenable levels, with average turnover rates as high as 45% — which is at least twice the average turnover in other departments.'



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.

U-Assist Packages	In-Call		Summary	Max
	Bolt	Max		
Real-time agent guidance with next best actions	✓	✓		✓
Operational reporting	✓	✓		✓
Robotic process automation	✓	✓		✓
AI-powered real-time agent guidance with next best actions		✓		✓
In-call alerts		✓		✓
Real-time transcription		✓		✓
Desktop automation		✓		✓
Intent recognition		✓		✓
Entity extraction		✓		✓
Knowledge AI Assist		✓		✓
Sentiment analysis		✓		✓
Supervisor module		✓		✓
Call/Chat summary			✓	✓
Call/Chat disposition			✓	✓
Promise management		Add-on	Add-on	Add-on
Tonal analysis		Add-on	Add-on	Add-on

