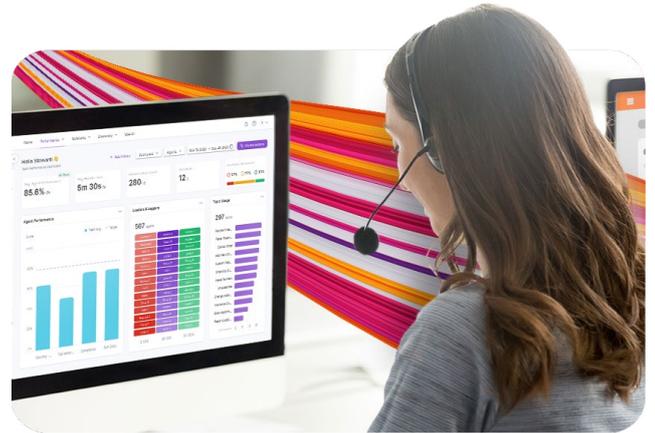U Analyze

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TRANSFORM CONTACT CENTER PERFORMANCE WITH AI-POWERED INSIGHTS

Enhance Customer Experience and Agent Effectiveness with AI

U-Analyze provides complete visibility into every customer interaction by analyzing 100% of conversations. Powered by AI-driven insights, you can deliver personalized agent coaching, automate quality management and minimize compliance risks. By improving service consistency and agent effectiveness, U-Analyze helps your contact center deliver exceptional customer experiences while optimizing operational efficiency.

Ensure Consistent Service Quality	Drive Agent Performance	Improve Customer Satisfaction and Retention	Minimize Compliance Risks Automatically
Gain full visibility into customer conversations and use customizable scorecards and automated scoring to maintain high service standards and consistent performance evaluations.	Deliver personalized, data-driven feedback to agents based on insights from conversations, helping them improve performance and service quality with targeted coaching.	Identify service gaps and issues early. Use actionable insights to make the necessary adjustments that directly improve customer experiences and drive retention.	Automatically monitor interactions to identify compliance risks early, helping you meet regulatory standards, avoid costly penalties and ensure a secure customer experience.

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"Uniphore transformed our quality and compliance efforts, saving our analysts' time, enabling us to monitor every conversation with investors, and improving compliance scores. Better yet, we're now able to gain actionable insights from the voice of the customer to help us improve the investor engagement and experience."

Senior vice president of business solutions and change management for a large international banking group

30%

reduction of manual effort with compliance and QA automation.

Retail banking institution

Analyze

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Key Features for Better Performance and Compliance

	Analyze 100% of Conversations	Gain complete visibility into every customer call to ensure accurate insights and improve overall performance.
	Automate Quality Management	Use customizable scorecards and automated evaluations to streamline agent performance assessments and develop consistent service quality.
	Customize Scorecards for Targeted Evaluations	Create tailored scorecards to consistently evaluate agent performance, ensuring thorough assessments and guiding agent improvement.
	Use Semantic Matching for Deeper Insights	Analyze conversations using semantic matching to understand intent, providing more accurate insights into service quality and customer needs beyond simple keyword matching.
	Analyze Customer and Agent Sentiment	Analyze customer and agent sentiment and tone to detect satisfaction trends early, allowing you to proactively resolve issues.
	Design Flexible Dashboards and Reports	Tailor interactive dashboards and reports to track agent and team performance, customer sentiment and service quality, all in one place.

Looking for deeper insights with Generative AI?

If you're interested in unlocking even more advanced conversational analytics with Generative AI, explore [U-Discover](#) for powerful insights that go beyond traditional analysis.

Explore the Full Portfolio of Uniphore Contact Center AI Solutions

Capture	Self-Serve	Assist	Analyze	Discover
Enterprise Recording Software	**Intelligent Virtual Assistant**	**Real-Time Agent Assistance**	**Contact Center Performance Analytics**	**Conversational Analytics for Insights**
Enable complete compliance and data governance with AI-ready data captured from every interaction.	Boost customer engagement and effortless self-service with omnichannel virtual agents, multimodal CX and knowledge AI.	Guide contact center agents in real-time on best practices, regulatory compliance and revenue generating conversations.	Evaluate 100% of interactions, improving agent performance, service quality and compliance.	Leverage Generative AI to uncover hidden trends, emotions and actionable insights across all customer calls.

About Uniphore

Uniphore enables Enterprise AI transformation at scale, delivering domain-specific AI to 1,600+ Enterprises and empowering 750,000+ users. There's no AI like it™.