



Make Every Agent Your Best Agent With Real-time Agent Assist



U-Assist is a digital assistant that helps every agent in your contact center sell to, and serve customers just like your best agents, without the weeks and months of classroom training and onboarding. U-Assist understands the customer's needs using AI and guides your agents on next best actions while automating repetitive tasks using robotic process automation.

## The Uniphore Difference

### Prevent Errors & Drive Compliance in Real-time

Use software robots to track agent activity in real-time and prevent errors before your agents make them. Guide them just in time so that they learn best practices and become better agents with every customer interaction they manage.

### Helps Agents Handle Sales Objections Like Pros

Enable your customer service representatives to sell like your sales pros by letting AI jump in with real-time recommendations on what exactly to say, be it to explain the value of a product or rebut an objection about your latest offer.

### Deliver Proactive Customer Service

It's one thing to know which next best action to recommend. It's something else, entirely, to help your customers follow your recommendations – guide your agent and customer every step of the way to boost conversion rate for your next best action recommendations.

### Prevent Agent Attrition Caused by Stress and Complexity

Your customers prefer to call in with complex requests. But your agents are stressing out about handling complex customer interactions. Simplify the agent experience to improve the customer experience. There's no other way.

- Advanced Conversational AI
- Next Best Action
- Dynamic Scripting
- Real-time Guidance
- Password Vault
- Smart Clipboard
- Desktop Automation
- Knowledge Automation
- Intelligent Virtual Agent
- Automated Interaction
- Summary
- Promise Assurance
- Smart Agent Toolbar
- Unified Agent Toolbar
- No-Code Multiexperience Design
- Low-Code Automation
- Continuous Intelligence

## Trusted by Leaders



Reduction in Agent Onboarding Time



Reduction in Error Rate



Reduction in Average Handle Time



Improvement in First Contact Resolution



Reduction in Agent Attrition



## Platform Partners

