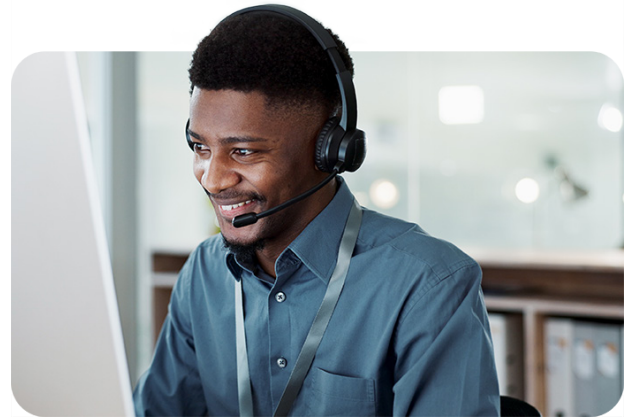


# GEN AI-POWERED AGENT ASSIST FOR CUSTOMER SUPPORT

Supercharge agent performance with real-time guidance, instant answers, and intelligent automation.



Today's contact centers are under more pressure than ever to deliver fast, accurate, and personalized support. But without the right tools, agents face a range of challenges that slow them down and impact the customer experience.

## Long Handle Times

Agents lose valuable time searching across multiple apps to find answers, increasing hold times and customer frustration.

## Inconsistent Service

Without real-time guidance, agents struggle to deliver consistent and accurate experiences, leading to lower CSAT and first-call resolution rates.

## Slow Onboarding

New agents face a steep learning curve, making it difficult to ramp up quickly and handle customer issues with confidence.

## Elevate Customer and Agent Experiences with U-Assist

Powered by next-generation AI technologies on Uniphore's Zero Data AI, U-Assist is a real-time agent assist solution that equips your team with the tools and knowledge to deliver faster, smarter, and more personalized interactions.

### Increase Agent Productivity and Accuracy

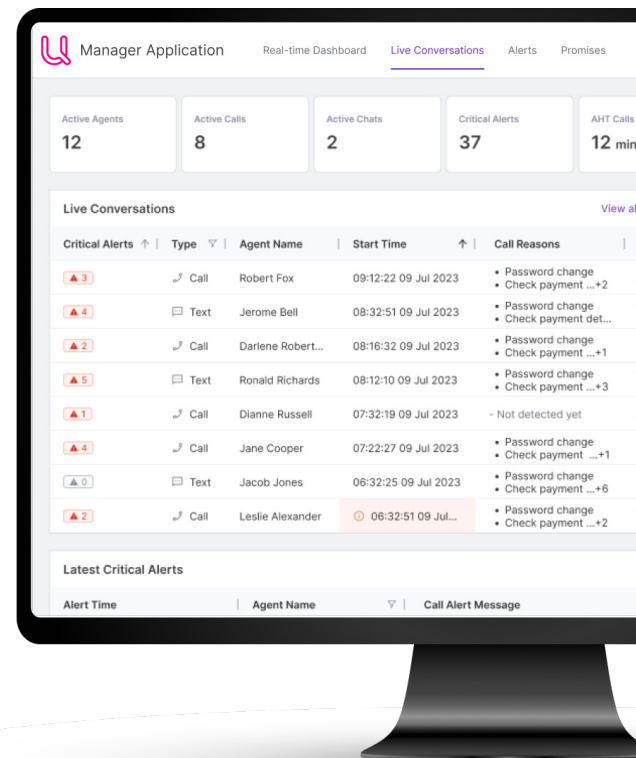
- **Real-Time Guidance:** Help agents solve customer queries faster with dynamic, step-by-step prompts and contextual recommendations.
- **Knowledge Assist:** Deliver instant answers by proactively surfacing relevant information, eliminating the need for manual searches across knowledge bases.

### Streamline Workflows with Intelligent Automation

- **Conversation Summary:** Automatically summarize voice and chat interactions, capturing call reasons, actions taken, conversation outcome, and more.
- **Promise Management:** Track and manage every commitment made during customer interactions, ensuring follow-through and accountability across the team.

### Enhance Conversations with Empathy and Insight

- **Emotion AI:** Analyze customer sentiment and tone throughout the conversation, enabling agents to adapt their approach and engage with empathy.
- **Manager Application:** Monitor agent performance with live transcription and real-time alerts to optimize service quality and productivity.





Assist

uniphore

## More Features to Drive Agent Performance

- Next-best actions
- Real-time transcription
- Dynamic notifications
- Conversation summary
- Information autofill
- Workflow automation
- Knowledge AI assist
- Promise tracking
- Manager dashboard

**50%**

reduction in agent  
training time

**80%**

reduction in  
error rate

**35%**

reduction in average  
handle time

**20%**

improvement in first  
contact resolution

## End-to-End Contact Center Solutions with Uniphore

Modernize your contact center with the combined power of Generative, Knowledge, and Emotion AI—driving smarter interactions, greater efficiency, and exceptional customer experiences.



### Capture

Voice and Screen  
Capture

Enable complete compliance and data governance with AI-ready data captured from every interaction.



### Self-Serve

Intelligent Virtual  
Agents

Boost customer engagement and effortless self-service with omnichannel virtual agents, multimodal CX and knowledge AI.



### Assist

Real-Time Agent  
Assist

Guide contact center agents in real-time on best practices, regulatory compliance and revenue-generating conversations.



### Discover

Conversational  
Intelligence

Unlock accurate, AI-powered insights to elevate contact center performance and drive real business and CX impact.

## Why Uniphore

### Answers Grounded in Your Data

Transform your data into an AI-ready knowledge base that delivers instant answers—powered by our complete, composable AI platform.

### End-to-End Contact Center Solutions

From self-service to live agent guidance to post-call analytics, our integrated solutions work together to optimize the customer service journey.

### From Insight to Action

Transform insights from every interaction into automated tasks and personalized recommendations through Uniphore's agentic architecture—streamlining work across teams and systems.

**Learn More**

Experience the power of AI-driven agent assist.

Learn how U-Assist can elevate your customer support—visit [www.uniphore.com](http://www.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.