



Self-Serve

## Conversational Self Service Across Voice and Digital Channels

**U-Self Serve** is an intelligent virtual assistant that engages your customers in natural, human-like conversation to answer questions and resolve common issues over chat, text, and voice. Automate high-volume interactions and deflect repetitive queries from busy agents. Provide voice and visual guidance to improve containment rates. And deliver personalized, always-available support to elevate the customer experience.

### Driving impact to increase self-serve adoption:

- Seamless integration with CCaaS platforms, communication channels, and other third-party systems
- Multimodal CX with voice and visual guidance to expedite resolution
- Multilingual detection and support to serve a global audience
- AI knowledge bot for accurate and contextual responses
- Rapid deployment to realize faster time to value

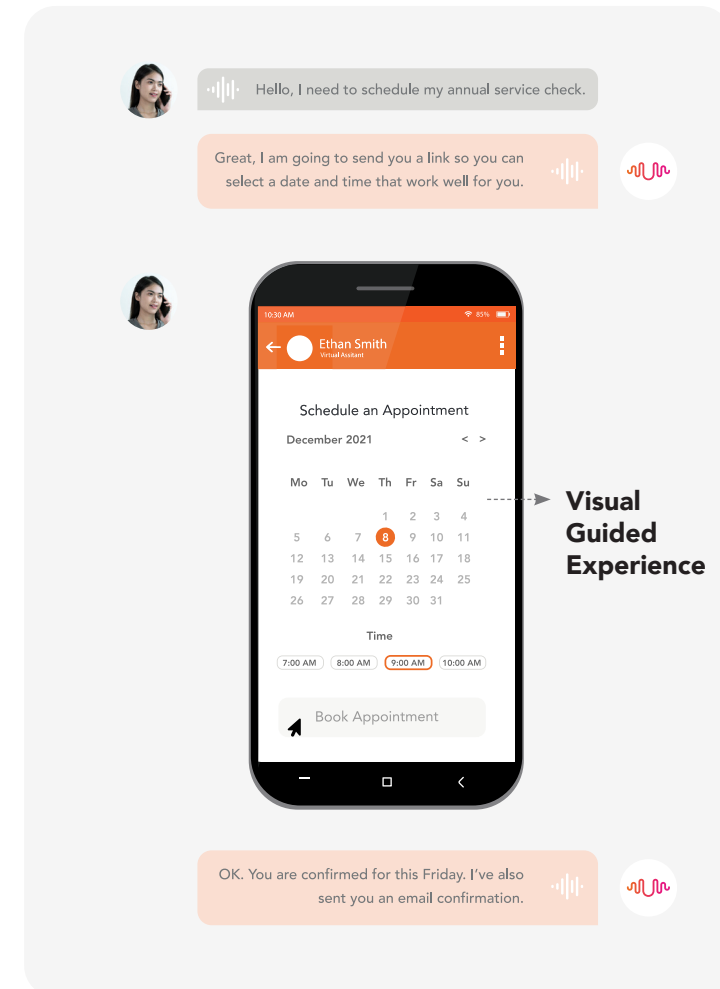
### Trusted by Leaders



## U-Self Serve Features

- **Intent recognition** - Accurately identify customer intent and handle multiple requests during a single interaction
- **Process automation** - Intelligently initiate back-end processes without human assistance, automatically completing tasks like an agent
- **Knowledge bot** - Extract information from across data sources in real time to provide customers with accurate, contextual responses related to their query.
- **Intelligent call routing** - Transfer the conversation to a live agent with complete context, so customers don't have to repeat the same information.
- **Multimodal experience** - Provide customers with voice and visual guidance to reduce time to resolution and likelihood of escalating to an agent.
- **Shared flows and business logic** - Design conversation flows once and deploy across voice, chat, and text. The same flows and business logic can be used in the U-Assist real-time agent guidance solution, for a consistent customer experience across channels.
- **In-house ASR** - Trained specifically on contact center conversations, Uniphore's proprietary automatic speech recognition provides unprecedented accuracy and the flexibility to customize to business needs.

- **Multilingual support** - Engage customers in multiple languages and regional dialects across multiple channels.



## The Uniphore Difference

U-Self Serve empowers customers to resolve common issues through conversational self-service that's easy to use. Available over voice, chat, and text, U-Self Serve elevates the customer experience with responsive, 24/7 support, while deflecting high-volume interactions from busy agents.

## Platform Partners



## Testimonial



“Uniphore is an **important part of our overall vision to make it easier for customers to self-serve** through their preferred channels. As PSE continues to invest and find ways to improve our customer experience, **working with Uniphore to update our automated voice system allows us to offer a customized and innovative option.**”

Josh Jacobs, Director of Business Integration



## U-Self Serve Features At-a-Glance

Features	
Multi-channel deployment - voice, chat, text	✓
In-house automatic speech recognition (ASR)	✓
Voice and visual guidance (multimodal CX)	✓
No-code visual flow designer	✓
Knowledge bot for AI-sourced information	✓
Robotic process automation (RPA)	✓
Public API for custom integration	✓
Intelligent routing	✓
Multilingual support	✓
Reporting & analytics	✓
Enterprise security and compliance	✓

Evaluating Conversational Self-Service Solutions?

[Check out our IVA Buyers Guide.](#)



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