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# The Future of AI Empowered Customer Service

## Challenges

### Prioritizing the Customer Experience in a Cost-Cutting Environment

Across industries, customer-centric businesses are striving to do more with less—reduce costs and drive operational efficiency, while still prioritizing the customer and agent experience. At Uniphore, we're helping contact centers rise to this challenge with AI-powered tools and automation that enhance the customer service journey, empower agents to work more effectively, and deliver valuable insights into agent performance and operations.

## The Uniphore Solution

### Conversational AI and Automation to Elevate CX and EX

Uniphore on AWS helps businesses deliver exceptional customer experiences and boost agent performance with its portfolio of solutions that automate, analyze, and optimize customer service interactions across voice, chat, and text. By combining AI technologies and native RPA capabilities into a single integrated platform, Uniphore elevates the customer experience across every touchpoint in the customer service journey with conversational self-service, real-time agent guidance, and customized analytics.

## Benefits

With Uniphore's comprehensive suite of products, businesses deliver personalized customer experiences that drive engagement, speeds time to resolution, and improves customer satisfaction—all while reducing operational costs and boosting agent productivity.

### Reduce Training and Ramp Up Time

Real-time agent coaching is a new way to empower your agents to be successful, help them be more productive and effective, reduce their stress and anxiety, and improve not only their experience but that of customers as well.

### Improve Call Deflection and Reduce Operational Costs

Deflect repetitive calls and reduce operational costs with AI-powered self-service that's simple and intuitive to use. Customers can resolve issues at any time of day without human intervention, freeing up agents to focus on more complex issues.

### Improve Time to Resolution

With in-call alerts and next-best actions at every turn during a customer interaction, agents get the information they need to answer questions and resolve issues quickly.

### Boost Sales, EX, and CX

Boost growth & profitability by increasing quality of agent and customer experience. Through meeting customer expectations, improving satisfaction with your brand, reducing stress for both agents and customers, you can cut costs and drive strategic business outcomes.

# Uniphore on AWS

Uniphore's conversational AI and automation platform uses AWS cloud infrastructure and combines conversational AI, workflow automation, and RPA (Robotic Process Automation) with a business user-friendly-UX in a single integrated platform to transform and democratize customer experiences across industries. Uniphore on AWS offers better accessibility, usability, security and helps you leverage the elastic scalability of the cloud.

## Features

### Self Serve

Automate interactions with an intelligent virtual agent that understands intent and guides customers to resolution through conversational self-service. With voice and visual guidance, customers get the information they need to resolve issues easily without waiting to speak to an agent.

### Assist

Guided workflows and next-best action alerts reduce agent onboarding time, minimize costly error rates and expedite the call to a successful resolution. Automatically generated call summaries and RPA for task completion cut down on after-call work, so agents get back to helping customers faster.

### Analyze

Get customized reporting on compliance, sales effectiveness, and more. Monitor 100% of customer interactions and track promises made to ensure fulfillment, reduce customer churn, and deliver smarter quality management.

## Case Study priceline®

### CHALLENGES

Travel agencies are required to coordinate with multiple parties to determine whether they can cancel / issue refunds in numerous scenarios, making the process time and resource intensive.

### SOLUTION

Real-time guidance for efficient call handling of customer/agent interactionU-Assist

- Improve customer experience
- Reduce operational costs
- Customer-specific guidance
- Simplify complex navigation
- Automated decisioning
- Auto-document calls, emails and faxes

### RESULTS

- 4.5 million agent sessions guided & automated per year
- Over 500 hours saved per month.
- Shortened AHT by up to 60 seconds

## Get started with Uniphore's U-Assist solutions on AWS

Visit AWS Marketplace to purchase or start a Free Trial today