

# Empower agents to do their best work with automated call and chat summarization.

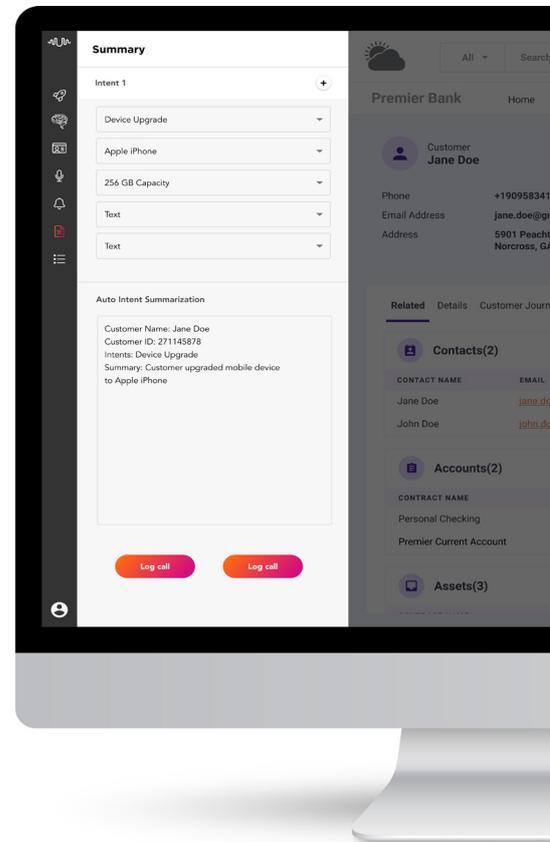
Help agents reduce wrap-up time and get back to what matters: the customer. U-Assist summarizes every call and chat interaction, accurately capturing customer intent, steps taken for resolution, and conversation outcome.



## Summarize 100% of customer interactions with U-Assist.

### Key Features

-  Automatically generate summaries for every call and chat interaction
-  Automatically capture disposition and key entities
-  Generate summaries for concurrent chat conversations
-  Add multiple intents and dispositions for an interaction
-  View, edit, and regenerate summaries



## Create consistent and accurate summaries with just one click.

When agents handle more than one chat at a time, it's difficult to keep track of all the details. Summary by U-Assist accurately captures vital data such as customer issue, follow-up steps required, key entities and more to ensure quality reporting for every conversation.

### Boost agent productivity

Automatically generate summaries after every interaction to reduce AHT and customer wait time

### Drive operational efficiencies

Streamline ACW processes to save time and reduce the strain on agents

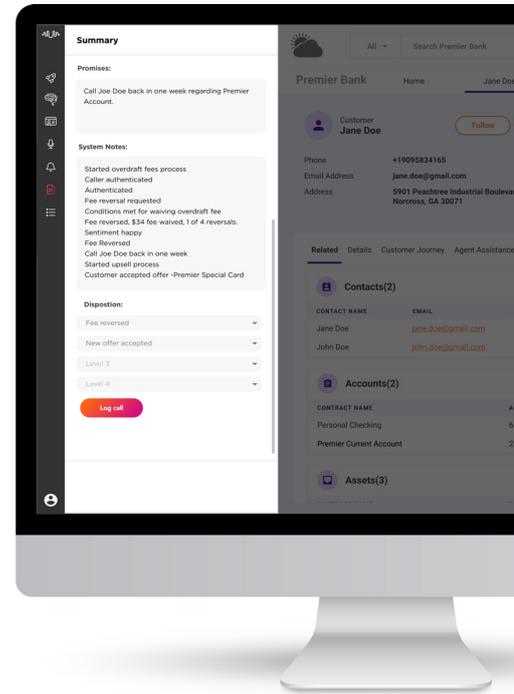
### Improve customer satisfaction

Drive engagement and focus on building customer relationships by offloading time-consuming ACW

## Auto Summarization for Call and Chat Conversations by U-Assist

Uniphore’s auto summarization feature is part of the U-Assist real-time agent guidance solution. Built on the X platform, U-Assist amplifies agent performance through dynamic prompts, AI-sourced information and workflow automation.

[Learn more about U-Assist](#)



### U-Assist Real-Time Agent Guidance

- Guided Workflows
- AI Knowledge Assist
- Next Best Actions
- Promise Management
- Auto Summarization
- Robotic Process Automation

### Driving Business Impact with U-Assist



Reduction in Agent Onboarding Time



Improvement in First Contact Resolution



Reduction in Average Handle Time

Trusted By



**verizon** and more...



*“As we continually strive to deliver the best member experience in our industry, our partnership with Uniphore has enabled PSCU’s contact center agents to have more interaction with members and spend less time on manual tasks.”*

**Rini Fredette**  
SVP Contact Center



### About Uniphore

At Uniphore, we believe companies that best understand and take action on those conversations will win. We have built the most comprehensive and powerful conversational automation platform that combines conversational AI, knowledge AI, emotion AI, and RPA (Robotic Process Automation) with a business user-friendly-UX in a single integrated platform to transform and democratize customer experiences across industries.