Executive Overview

- Headquarters: Palo Alto, CA
- 800+ Employees
- 17 offices worldwide
- Completed Series E funding of $450M, totaling over $620M in funding

Product & Service Offerings

- Self-Service
- Real Time Agent Assistance
- Post-Interaction Analytics
- Call and Screen Recording
- All products sit on top of our proprietary no code/low code conversational AI platform built on Speech Recognition, NLP, Knowledge AI, Tonal, and Emotional AI

Sales Engineer Take On Best Fit

Uniphore's CX AI platform transforms customer service by understanding emotions, predicting intent, and reacting in real-time. Their solutions, including speech analytics, voice biometrics, and virtual assistants, automate conversations, coach agents, and provide real-time insights, enhancing every customer interaction. Trusted by over 1,500 enterprises globally, Uniphore's platform ensures scalability, security, and compliance, making it ideal for organizations seeking a comprehensive CX AI solution. Uniphore best fits organizations who want a complete CX AI solution that can handle self-service, agent assist, and communications analytics in a single platform.

- Dave Watson, Avant Field Sales Engineer

Key Features & Differentiators

- In Self-Service we compete against CCaaS platforms native IVA tools. We are often brought in to compliment the CCaaS platforms offerings as we support many languages, multi-modalities and include RPA capabilities.
- In our Agent Assist tool, we don't see competition at our level. Our Agent Assist solution offers real-time next best actions for the agent reducing AHT. Our Knowledge AI brings the information an agent needs to perform at the highest level right to their finger-tips reducing onboarding time. We provide Promise Management and After Call Summarization which eliminate call backs and after call work.
- Our post call analytics tool competes with Callminer and Observe.ai. We differentiate with multiple languages and the ability to analyze 100% of all calls, emails, texts, chats. We also offer the ability to make those insights actionable through our other products.

Top Industries Served

- Financial Services
- Healthcare
- Information Technology
- Retail & Consumer Products / eCommerce

Ideal Customer Profile

Enterprise customers and contact Centers of at least 200 agents seeking digital transformation through AI and Automation

Qualifying & Technical Questions

1. What are you doing for self-service today?
2. Would you like better or more robust self-service options for your customers?
3. How would it affect your business if you could reduce your agent training time by 20%
4. How would it affect your business if you eliminate the bulk of after call work?
5. Are you able to monitor and analyze all of the calls coming into your contact center?
6. How would it affect your business if you could gather intelligence from 100% of the calls, emails, chats coming into your contact center?