

U-Self Serve – Frequently Asked Questions

General U-Self Serve Questions

1. What is U-Self Serve?
 - a. U-Self-Serve is an intelligent virtual assistant (IVA) that guides customers towards resolution in a multimodal experience across voice, chat, and text. U-Self-Serve integrates with your existing technology stack to deliver a frictionless customer experience. With our no-code conversation designer, businesses can build and deploy their IVA quickly to deliver an effortless customer experience.
2. What business problems does it solve?
 - a. U-Self Serve helps businesses reduce operational costs by offloading high-volume queries from agents and improve CSAT by providing responsive, 24/7 customer support.
3. What outcomes does U-Self Serve provide?
 - a. >35% improvement in Self Service (call-deflection) rate
 - b. 15% reduction in overhead costs
 - c. >20% improvement in CSAT rates
 - d. >50% reduction in customer effort
 - e. 25% decrease in inbound calls (Leumi Card)
 - f. ~10% decrease in call handling time when call was transferred
4. How does U-Self Serve fit in with the other Uniphore solutions?
 - a. U-Self Serve is often where the customer's first interaction happens. U-Self Serve sends key information, such as call intent, call situation and a summary of activities, when handing off a customer to an agent. The agent uses U-Assist during and after the call, and U-Analyze translates the data from every customer interaction into business insights and intelligence. Contact centers can also create shared flows between U-Self Serve and U-Assist, eliminating duplicate work.
5. Is there a demo of U-Self Serve?
 - a. For a demo of U-Self Serve, please contact sales@uniphore.com or complete this Request Demo form.
6. What are product integrations for U-Self Serve?
 - a. U-Self Serve can be integrated into contact center systems in one of three ways: 1) certified direct integration, 2) API integration, or 3) custom integration.
7. Who are some of the U-Self Serve Customers?
 - a. Our top customers are:
 - b. Medicare (US)
 - c. Allstate: Voice (US)
 - d. LG Electronics
 - e. DHL: Chat (US)
 - f. Caesars: Voice and Chat (US)

g. PMLI Khushi: Chat (India)

8. Are there case studies available?

a. Yes, you can check out our case studies at <https://www.uniphore.com/case-studies/>

9. How can I measure ROI for U-Self Serve?

a. Customers can improve three key metrics with U-Self Serve: (1) improvement in self-service rates (2) reduction in agent transfers and (3) increase in CSAT scores.

10. Are there minimum requirements to be able to offer U-Self Serve or for U-Self Serve to create value for its customers?

a. Our pricing is based on a minimum of 25,000 sessions (for voice and text)

11. What are the languages supported for U-Self Serve?

a. North America packages -- U.S. English, U.S. Spanish

b. JAPAC packages -- Australian English, Indian English, Filipino English, Vietnamese, Tamil, Malayalam, Kannada, Japanese Hindi, Gujarati, Marathi

c. EMEA packages -- UK English, French, German Arabic

12. How does U-Self Serve help with CSAT and churn reduction?

a. U-Self Serve provides an interactive experience that decreases wait time and overall customer effort, reducing the chance of a poor CSAT score or churn.

13. How does U-Self Serve improve agent productivity and performance?

a. When a customer call is handed off to an agent, U-Self Serve provides all the necessary context to enable the agent, increasing their productivity and performance. The agents receive information on why the customer called, what activities have already been done, and what the current call situation is.

14. How does U-Self Serve support sales goals?

a. When customer calls are handled through U-Self Serve, agents have more time to drive upsell and cross-sell recommendations to customers. U-Self Service can also help a contact center quickly scale for volume and seasonality, minimizing disruption to sales motions.