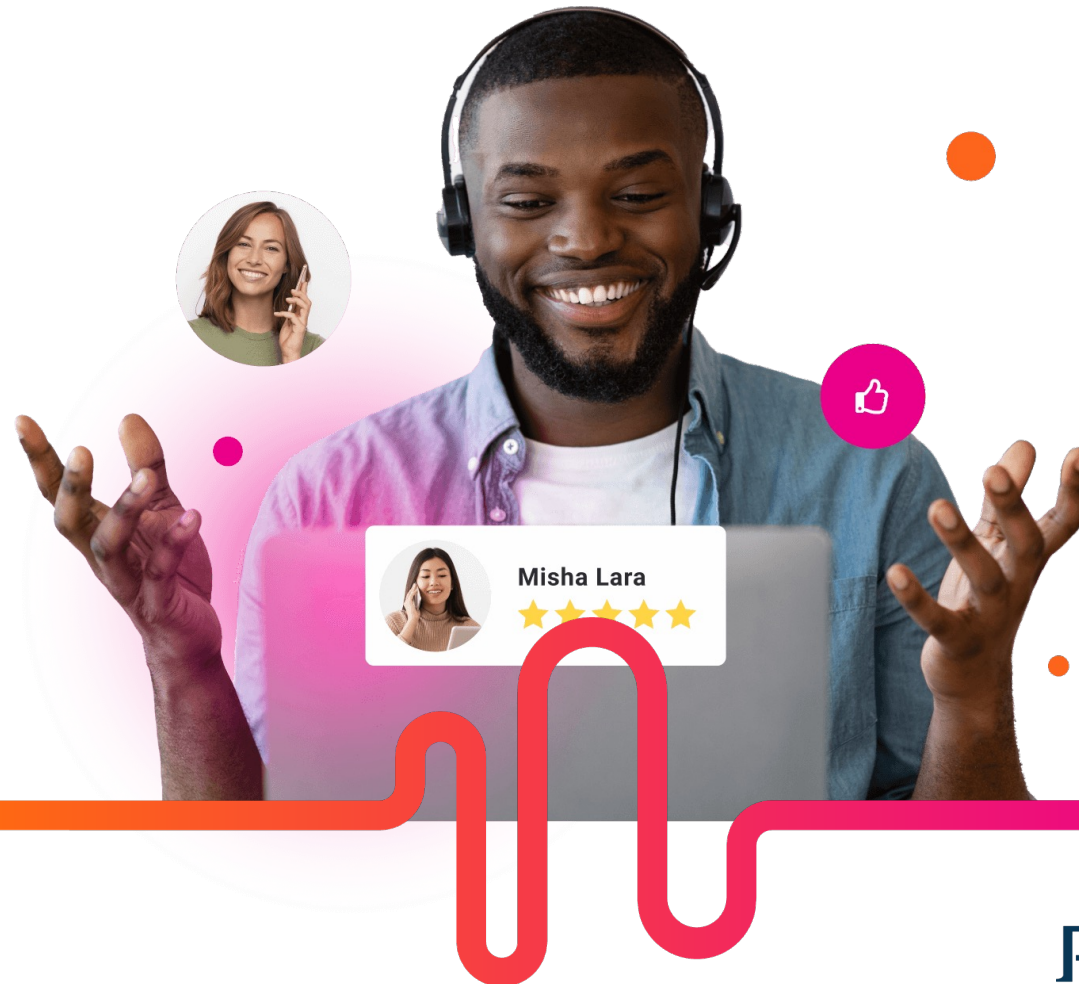


Simplifying Contact Center Processes to Drive Cost Savings and Better Experiences



Kim West– Director, Product Marketing

Our Speaker



Kim West
Director, Product Marketing
Uniphore

The PSCU Story



2,400

Financial Institutions
Served



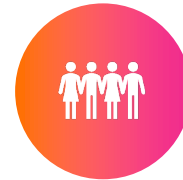
7.7 Billion

Unique Transactions
in 2022



\$2 Billion

Potential Fraud
Dollars Saved Over
Last 5 Years



3,400+

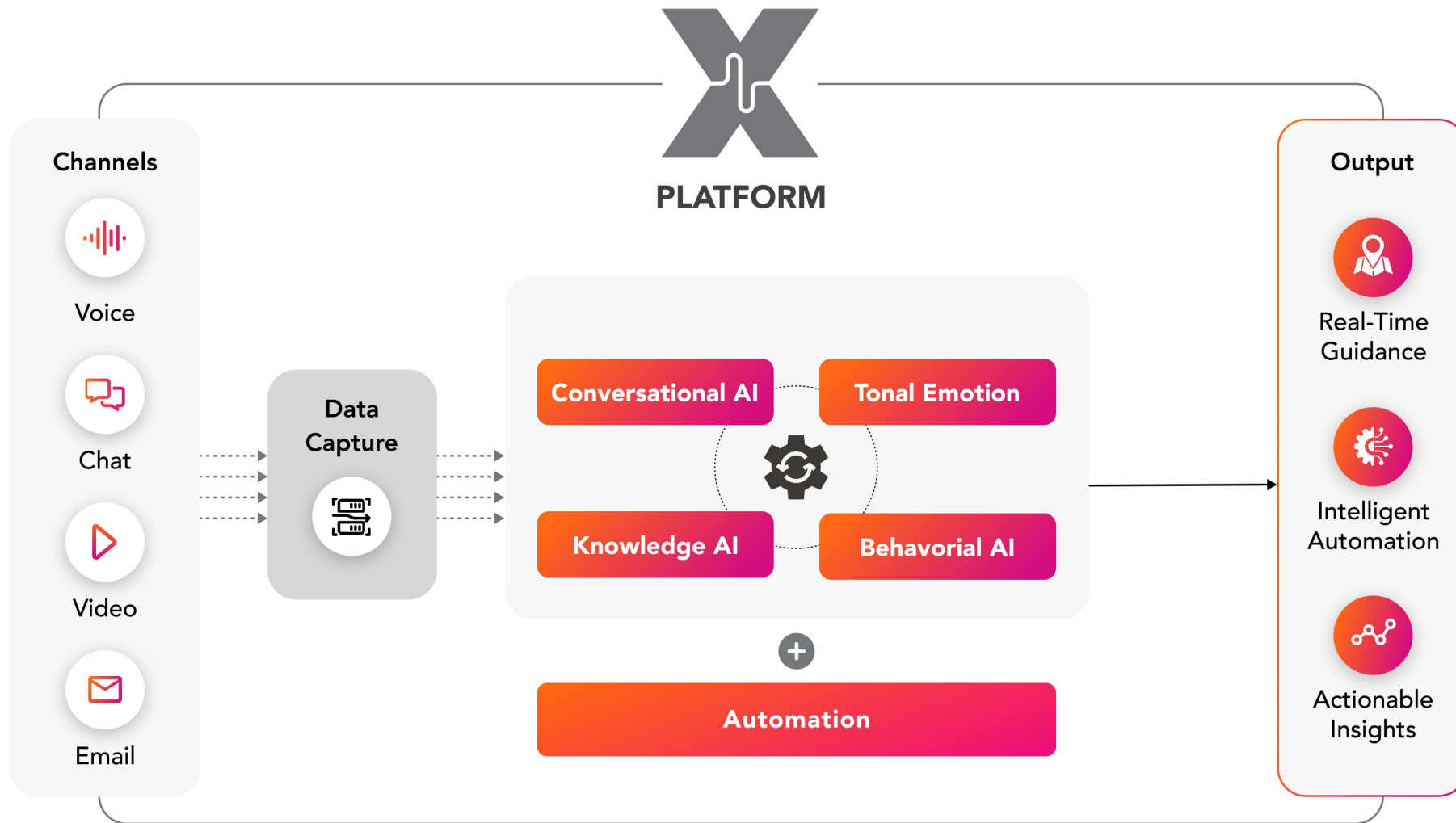
Employees



Top 10%

In Employee
Engagement Scores
(of all Gallup-surveyed
companies)

Uniphore X Platform | Lead with AI and Automation



Contact Center – Unified Agent Desktop

With UAD, PSCU's Contact Center Provides a Seamless Experience for Credit Union Members with Enhanced Functionalities



Improved member experience that is frictionless & conversational



Increased efficiency by merging relevant member info on a single screen for the agents



Shorter training focused on financial services over system training

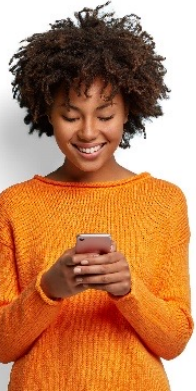


Reduction of errors by leveraging process flow automation



Enhanced security, reporting & analytics

Hyper automate Your CX With Conversational AI and RPA



For Customers

Boost self-service adoption
with real-time customer
assistance

Low Code Platform Purpose-built for Customer Experience Operations



For Employees

Battle contact center
complexity with real-time
agent assistance

“

A pioneer in delivering unified RPA and conversational AI capabilities and has a differentiated value proposition for organizations looking to automate and optimize processes across the customer service value chain

- Everest Group

THANK YOU