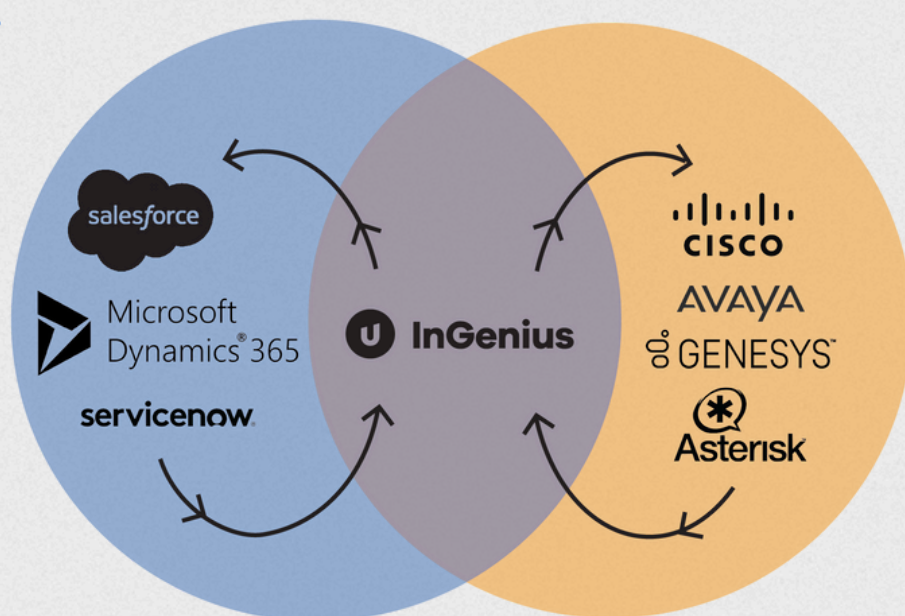


How InGenius Supercharges Your AI Investment

The hype surrounding AI has reached new heights. However, amidst the noise, one critical component often goes unnoticed – the computer-telephony integration (CTI) that bridges the gap between your CRM and telephony systems.

CRMs



On-Premises
and Cloud
Phone Systems

This integration allows customers to:

- | maximize existing investments
- | elevate customer experience and satisfaction
- | boost agent productivity and accuracy
- | strengthen compliance and training

So, how does InGenius unleash the power of AI for exceptional customer experiences?



Customer calls in to the contact center

InGenius connects the telephone system with the CRM system

and helps the agent identify the details of the caller allowing for a better interaction



With Upland Transcription Service,

agents can access your CRM's AI that provides:

- | Data analysis and insights
- | Customer context
- | Next Best Action recommendations
- | Knowledge references



The result? An exceptional customer experience!



Harness the Power of AI with CTI

Learn More

Upland helps global businesses accelerate digital transformation with a powerful cloud software library that provides choice, flexibility, and value. Our growing library of products delivers the "last mile" plug-in processes, reporting, and job-specific workflows that major cloud business challenges and support every corner of the organization, operating at scale and delivering quick time to value for our ~1,800 enterprise customers. To learn more, visit www.uplandsoftware.com.

