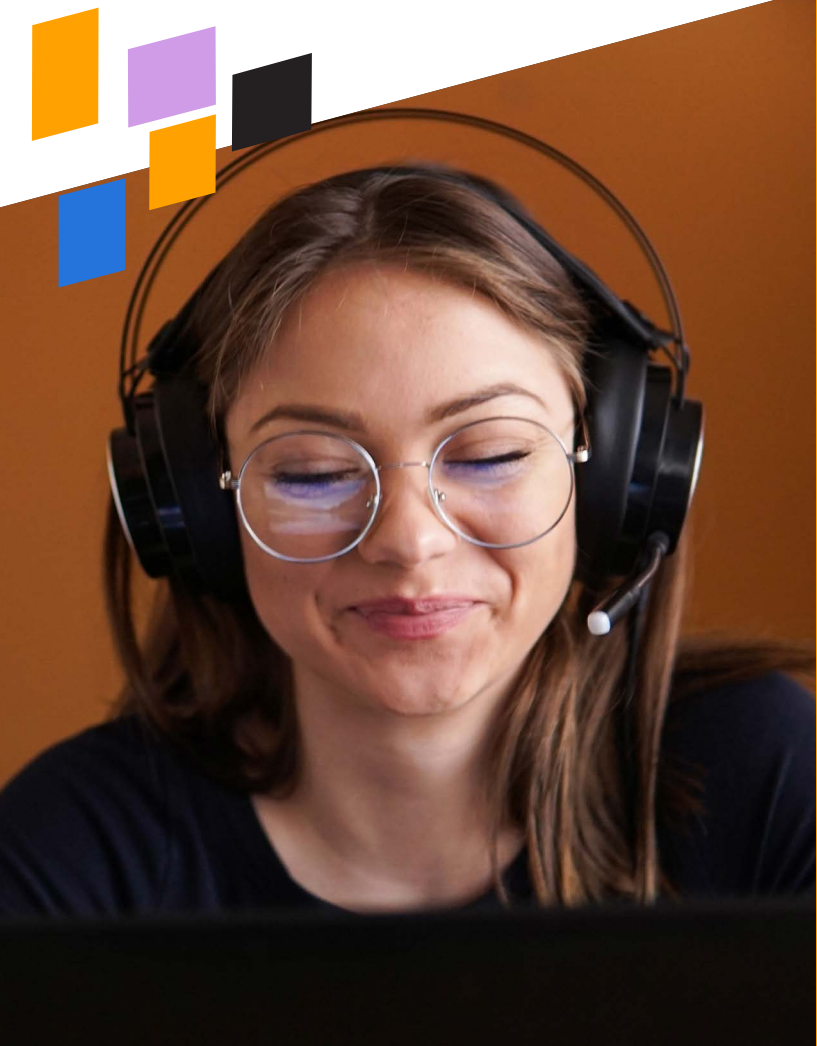


# Your customer's journey starts before they call!

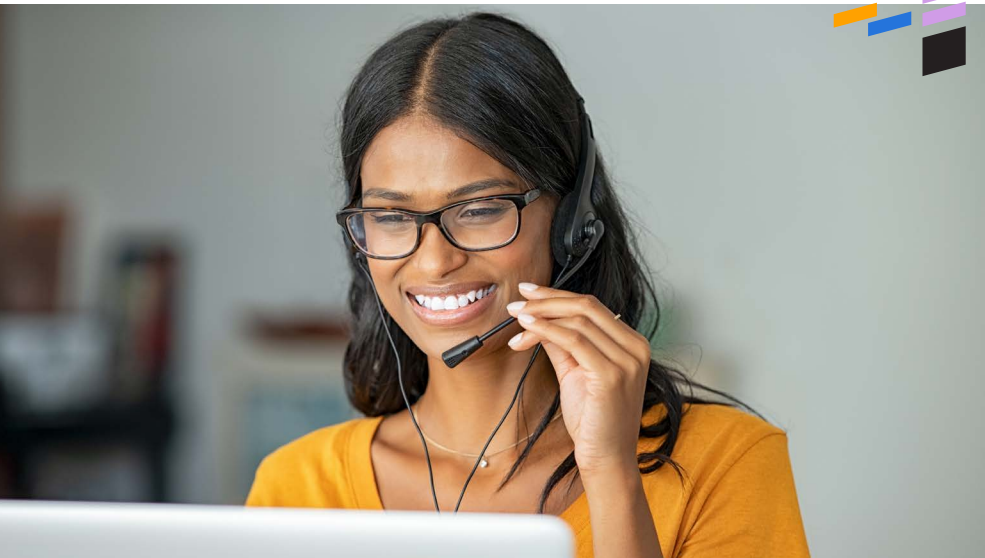
Deliver personalized intelligent knowledge at every stage of your customer journey.



## When your chatbot fails your agents can't!

If an enquiry is transferred to an agent, customers expect the agent to understand their needs and instantly pick up where the bot left off. With Upland Panviva + Genesys, organizations can easily manage customer conversations as they move through channels.

By curating knowledge from a single source of truth, Panviva ensures every interaction is tailored to the customer's needs. Panviva has been the trusted knowledge management partner for leading organizations for over 20 years.



## Upland Panviva Innovates with Genesys.

Upland Panviva is a Genesys Premium Application Partner and provides an automated installation experience.

As a Genesys partner, Panviva can keep in step with their customer roadmap to innovate solutions.

### Learn more about Upland Panviva Genesys Premium App:

| [Panviva + Genesys](#)

## Ready to improve the customer and agent experience?

Let us show you what Upland Panviva can do.

[Request a Meeting](#)

### Chatbot Excellence

Create intelligent conversational AI interactions for your customers with the power of Panviva knowledge

Answer your customer's questions before they reach the contact centre.

Reduce the time and resources needed to support your omnichannel strategy.

### Seamless Omnichannel Experience

Stop your customers repeating themselves as they move from channel to channel.

Ensure your agents know the whole story with the full chat transcript plus the knowledge shared so far to provide excellent customer experiences.

Personalize and tailor customer's cross channel interactions from Panviva as your single source of truth.

### Instant access to answers without even searching

Agents have instant access to chat history and knowledge already shared.

With a single click, agents can access comprehensive, full-length articles.

Search directly within Genesys eliminating the hassle of toggling between applications.

### Intuitive Guidance

Guide agents through complex processes with Panviva's user-friendly interface enabling effortless search and famous guide on the side navigation.

Support every level of agent competency with personalized knowledge that meets their needs

Scripts, business rules, and process steps made easy.