

Design, Orchestrate, Deliver, and Govern

Every Customer Interaction from a Unified Platform



Enterprise-grade AI-Powered Customer Communications

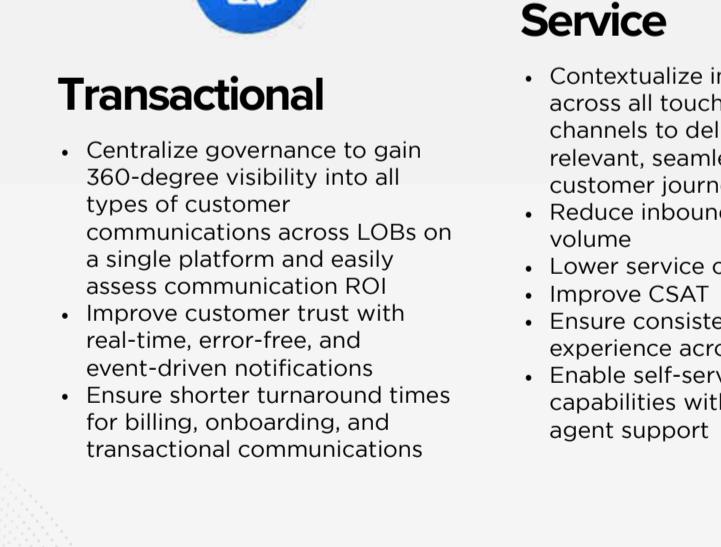
From design to delivery, UniServe NXT is your one-stop, AI-driven Centralized Communications Hub. The platform enables hyper-personalized, contextual, real-time, and consistent communications across every channel.

One-Stop Platform that Powers Every Customer Communication

You're communicating with customers constantly, but do you have a single, connected view of every customer interaction across channels so every engagement is timely, relevant, contextual, and value-driven?

Regulatory

- Deliver and manage mandated communications across PDF, HTML, and video formats
- Enable faster response to policy and regulatory changes
- Mitigate compliance risk and avoid regulatory penalties
- Maintain a single source of truth for mandated communication assets



Promotional

- Leverage insights from transactional communications to contextualize and hyper-personalize engagement in real-time
- Harness AI to create segmented and hyper-personalized customer journeys
- Reach customers at the right time, channel, and with the right message
- Suppress irrelevant communications and design campaigns aligned to customer needs

Transactional

- Centralize governance to gain 360-degree visibility into all types of customer communications across LOBs on a single platform and easily assess communication ROI
- Improve customer trust with real-time, error-free, and event-driven notifications
- Ensure shorter turnaround times for billing, onboarding, and transactional communications

Service

- Contextualize interactions across all touchpoints and channels to deliver relevant, seamless customer journeys
- Reduce inbound support volume
- Lower service costs
- Improve CSAT
- Ensure consistent service experience across channels
- Enable self-service capabilities with LIVE agent support

