

Revolutionize the agent experience with CX Companion: The ultimate agent assist

Boost efficiency, improve productivity and accelerate customer response times with a flexible and tailored toolkit powered by AI and automation.



Reimagine the agent experience and exceed customer expectations

Every customer interaction is an opportunity to delight. Yet, today's contact center agents find they must navigate a chaotic environment. It's impossible to deliver quick, personalized service when customer data is stored across multiple systems. Putting your hands on the right information is time-consuming, frustrating, and stressful. With CX Companion, you can reimagine this experience. Give your agents a helping hand and make it easy for them to deliver a stellar customer experience with access to real-time data and contextual, in-call automations – all within their existing application.

Meet your CX Companion Productivity Toolkit

Customize and implement your own CX Companion that combines AI, automation, and customer information in one easy-to-use interface.



Agent Companion:

Out-of-the-box integrations with Amazon Connect, Salesforce, LivePerson, and more provides the flexibility of embedded and standalone deployments.



Companion Configurator:

A configuration wizard makes it easy to tweak the look and feel, enable features, classify processes, and enhance process metadata.



Process Accelerators:

Powerful process templates, such as customer 360 retrieval, intent mapping, customer validation, start/end my day, and more, will accelerate the time to value.

Before

Chaos in the contact center

50% of call time is spent searching for and transferring data

45% agent turnover on average, making onboarding and training a massive problem

20 systems are accessed per call on average

After

Agentic automation creates calm customer care champions

SHARP

40% increase in speed of answering customers

60% increase in productivity

fiserv.

50% reduction in average handle time

15,000 hours saved annually

CXP

35% average reduction in customer calls

52% average increase in Trust Pilot ratings

*UiPath customer resesarch

Supercharge your contact center



Optimize outcomes

Unify diverse customer information, relevant automations, call notes, and AI interactions into a single, personalized, intuitive interface.



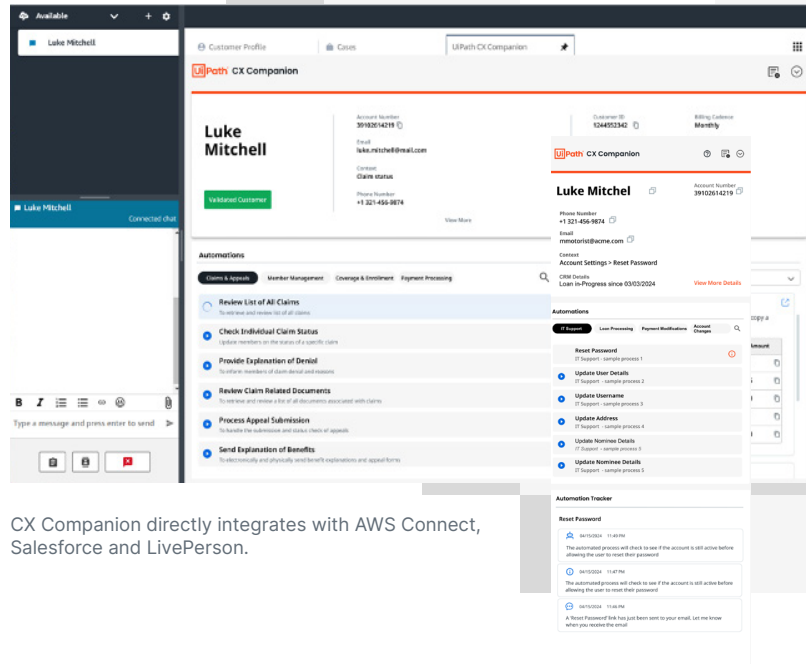
Boost agent productivity

Achieve faster time to value with Alenabled automations integrated inside your agent's workspace.



Revolutionize the agent experience

Simplify call handling with a configurable, context-aware platform.



CX Companion directly integrates with AWS Connect, Salesforce and LivePerson.

AI and automation enter the chat

BEFORE THE CALL

Save time by automating steps like “start my day” and generating a 360-degree view of the customer account by combining data from cloud, on-premise, and legacy systems.



DURING THE CALL

Keep the agent focused on the interaction. AI keeps conversations on track by reminding agents in-call about compliance, deals, and cross-sell opportunities.



AFTER THE CALL

Streamline account follow up. Allow AI to seamlessly update account information and create a summary of the conversation.

GenAI takes CX to a new level

SPEECH-TO-TEXT
RECOGNITION



SUMMARY
GENERATION



PREDICTIVE ANALYTICS
AND INSIGHTS

Give agents the gift of time

1.30

Authentication
and Discovery

5.30

Call
Handling

1.00

Call
Wrap Up

8 MIN

With UiPath CX Companion, agents work more efficiently, transforming the typical call flow and saving 2+ hours – time they can now spend on building customer relationships.

Get the UiPath CX Companion productivity tool and give your agents the assist they need before, during, and after every customer interaction.

