

Panviva AI Knowledge Assistant

Introducing our AI Knowledge Assistant – a one-click content wizard powered by Generative AI.

Delivering knowledge differently in every scenario is essential for maximizing agent productivity and customer satisfaction.

Tag the knowledge you already have and reimagine it into smart snippets:

- Scripting for Real-Time Agent Assist
- Guided steps within your CRM
- Answers for your chatbots
- Solutions for your voice assistants

How does it work?

AI Knowledge Assistant is a premium feature exclusively available with our Knowledge Anywhere product. All you need to know are the questions your customers are asking, and we will do the rest!

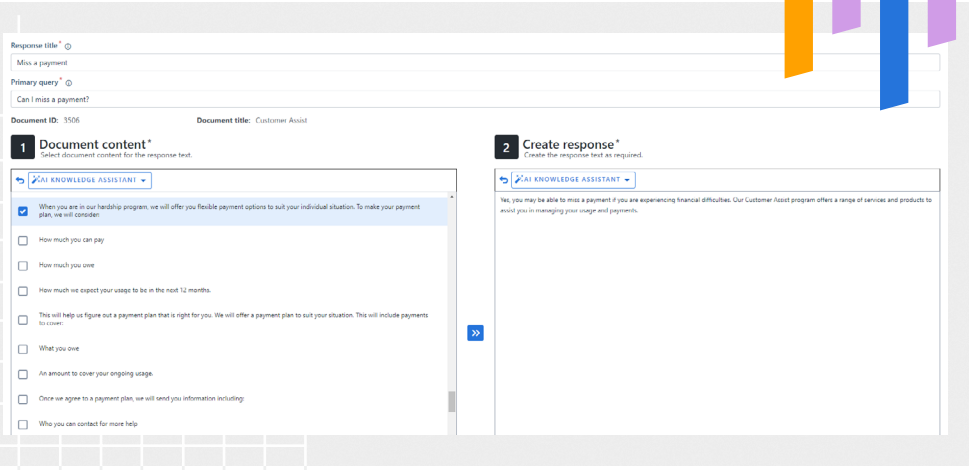
1. AI Generated Snippets - Generates summarized snippets from your existing Panviva content to answer a specific question.

2. Extracts Smart Meta Data - Analyzes snippets to recommend keywords to help deliver the answers more accurately.

3. Suggests Alternatives - Recommends alternative ways that:

- | The questions could be asked so your teams and customers always get the answers they need.
- | The answers should be written based on the audience or channel.





Wait, what about the risk of getting something wrong?

AI hallucinations are real, so we understand your concern. At Upland, we know the power of Generative AI is only safe when augmented by the superpower of your Knowledge Teams. We NEVER publish directly to your agents and customers without the right approvals from your teams.



Upland Panviva is your trusted Knowledge Partner, not just another product.

We understand taking the leap with Generative AI can seem scary – that’s why we’ve built a robust AI charter to help guide your business transformation. Our AI Knowledge Assistant is just the first step – let us guide you on your AI journey.



Want to reimagine your knowledge management?

Let us show you what Upland Panviva can do.

[Learn More](#)