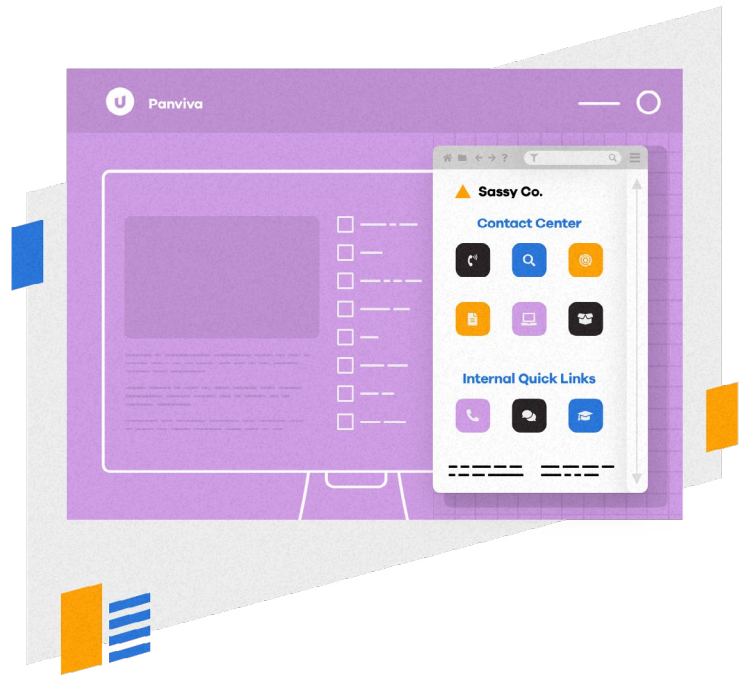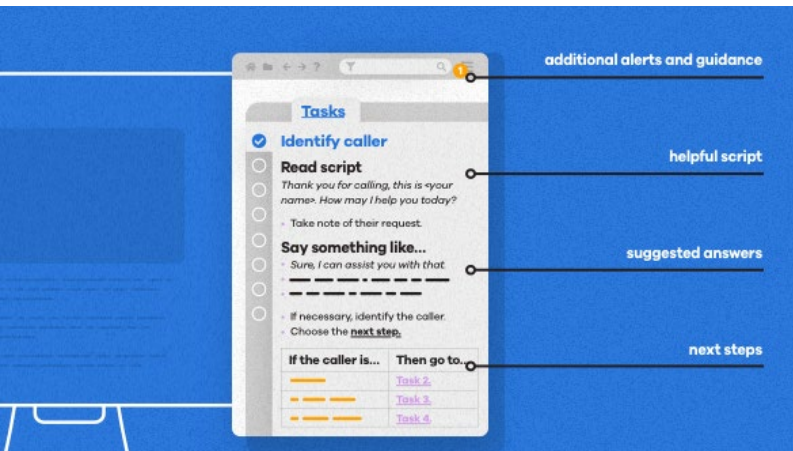# Panviva

Software to supercharge productivity

Give agents and customers contextual guidance at their moment of need. It's knowledge management like you've never seen before.
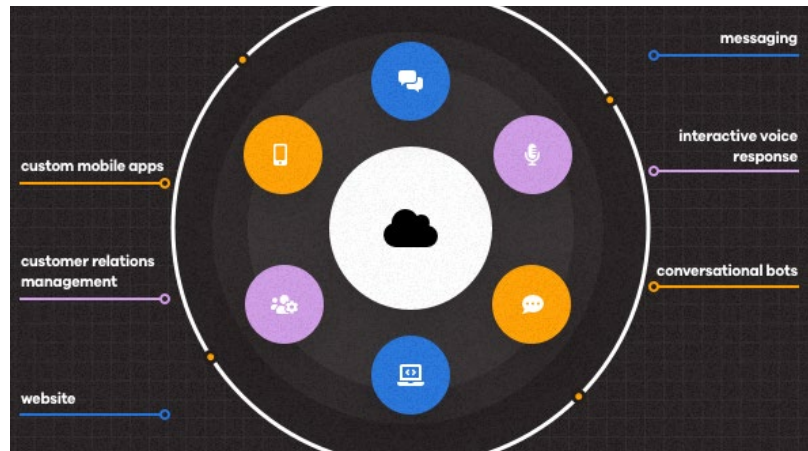
Deliver the knowledge your agents and customers need from a single source of truth.

Improve agent performance and employee experience.

Fast track employees' learning paths from anywhere with on-the-job support.

- Navigate seamlessly between business applications with our "guide on the side."

- Decrease training times with accessible onboarding resources and information.

- Empower knowledge workers to confidently and consistently answer complex questions in ever-changing, highly compliant industries.

Deliver knowledge everywhere.

Reduce employee workload by providing knowledge through chatbots, IVRs, websites, and other digital channels from a single source of truth.

- Streamline self-service on websites and customer portals using existing knowledge.

- Curate responses to deliver the right knowledge for each channel and audience.

- Provide contextual knowledge to agents based on where they are in their business application.

All of the Panviva benefits go directly to cost savings and to competitive advantage. We can do more with less and our customers are receiving superior service.

Peggy Kidd
Quality Assurance Manager, AvMed

Reduce training time and escalations.

Serve employees appropriate processes and scripts at their precise moment of need, freeing up senior level staff for more complex issues.
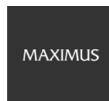
Overcome compliance breaches.

Keep content up-to-date (with a full audit trail), to ensure knowledge workers have clear and concise instructions in even the most highly regulated industries.

Focus on customers, not processes.

Deliver consistent and accurate knowledge, regardless of customers' choice of channel, allowing agents to focus on customer conversations.

Used by the world's top companies

Westpac   **GM FINANCIAL**   **MAXIMUS**   **medibank**   **TUFTS Health Plan**

Ready to get things done?

Let us show you what Upland Panviva can do.

Request a Demo

Upland Software (Nasdaq: UPLD) is a leader in cloud-based tools for digital transformation. The Upland Cloud enables thousands of organizations to engage with customers on key digital channels, optimize sales team performance, manage project and IT costs, and automate critical document workflows