



Drowning in complaints, regulatory fines & agent attrition?

Upland Panviva powers your contact center by keeping your agents confident and compliant.



Make your operation shock proof

The utilities industry is complex. With processes that are impossible to follow, regulations that are constantly changing, customers becoming exceedingly frustrated by rising bills, and more... Your agents are stressed trying to keep up. This is where Panviva comes in.

Guided Navigation: Follow along the guide-on-the-side and receive seamless change notifications.

Workflow & Audit Capabilities: Easily review and approve updates with access to tracking for external audit purposes.

Intelligent Recommendations: AI-driven features that offer personalized recommendations that guide agents to the most relevant knowledge resources, ensuring compliance.

Fast Tracked Learning: Test your agent's competency in real time with comprehension quizzes.



Panviva is trusted by leading utilities

We know your industry, we know your problems, and we know how to solve them.

How Panviva keeps this major energy retailer compliant

“There's a lot of oversight regulations, risk assessments, audits, and having to provide evidence for decision making. There is reliance on mandatory scripting within calls and chats with customers.

From a Knowledge Management perspective, there are changes to the script about 10 times a month - so agents really have to use the knowledge base in order to get the right information to our customers.”

| Paul Baird,
Learning & Knowledge Management Leader, EnergyAustralia

Complex Compliance Made Easy

- | Real time alerts when important regulations change
- | Seamless content updates with workflows and audit controls
- | Analytics & insights to track process adherence

Reimagined Training & Support

- | Test your agent's competency in real time with comprehension quizzes

AI Powered Agent Assistance

- | AI recommendations that guide agents to the most relevant knowledge
- | Integrate with CRM, Telephony & Live transcript to save time searching
- | Feed virtual assistants & chatbots from a single source of truth

Results

- | 50% reduction in training time
- | Nearly 0% error rate during major process changes



For more information about Upland Panviva visit

uplandsoftware.com/panviva/knowledge-management-for-utilities/

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