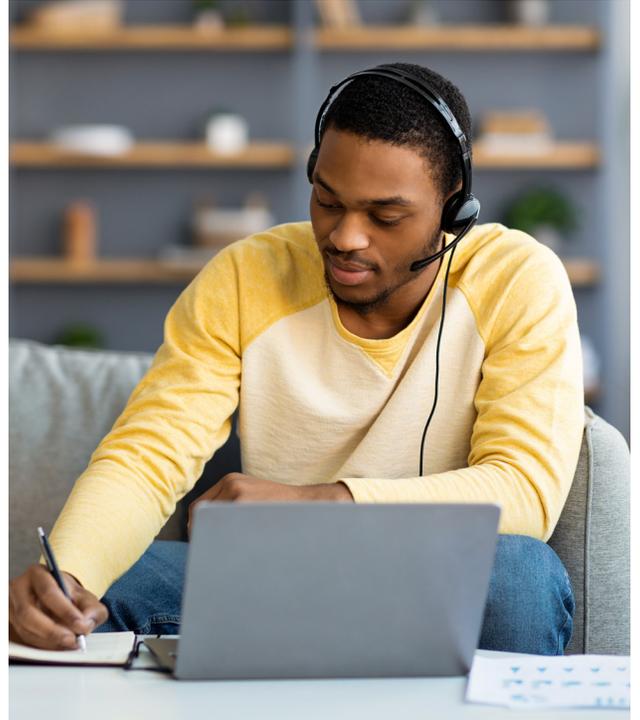




Switch your contact center into high gear with consistent knowledge built for compliance



Panviva delivers intelligent, contextual guidance, providing your customers with consistent, relevant, and accurate answers. You'll speed up response times, boost operational efficiencies, and increase customer satisfaction.

Provide exceptional customer experiences across all your channels

25%

faster average call handle times

94%

Faster search times

60%

increased productivity

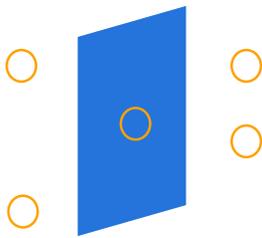


We choose to move our content into the future and away from our fragmented past.

Heather Morrow, Senior Business Analyst

GM Financial

[Read full case study →](#)

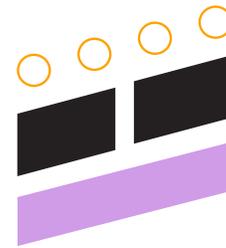


Compliance-driven knowledge

Struggling to keep up to date with changing compliance requirements? We have your change and training needs covered!

Panviva's "single source of truth" delivers consistent answers across every channel, ensuring compliance with any company or industry regulations. Panviva can provide targeted knowledge based on roles and teams.

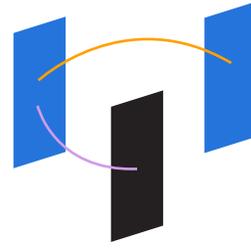
Enterprise content workflows seamlessly manage your process and policy updates, with instant notifications to end users that highlight the most important changes. Add a comprehension quiz to truly make sure your teams are compliant.



Omni-channel excellence

Not sure where to start on your digital transformation journey? Supercharge your knowledge strategy with Panviva. Integrate with your CRM to guide your agents through complex processes. Slash search time through contextual screen pop from your customer's IVR selection.

Share the knowledge you already have to websites, apps and portals, and curate micro-content that is chatbot ready!



Intuitive guidance designed for fast-paced contact centers

Say goodbye to costly traditional training. Follow the “Guide on the Side” to guarantee productivity gains. Panviva offers step-by-step guidance to provide fast access to knowledge, even for new users. Simplified views, templated knowledge, and dynamic navigation designed for different learning styles quickly gets your agents to high proficiency and productivity.

Easy knowledge authoring

No HTML or coding required! Designed by business people for business people (Sorry, IT!). Best-practice pre-packaged customizable templates make it easy to create consistent knowledge, and reusable content modules fast-track any updates. Built-in tools facilitate communication and seamless feedback.



Our training classes went from about eight weeks to four, which we have now further reduced to three weeks.

Director of Patient Contact Center,
Carle Foundation Hospital

20%

increased first call resolution

60%

reduced training time

A trusted knowledge partner to support every stage of our journey.

Panviva grows with you. Start out with the capabilities you need, and add more advanced integration and omni-channel support capabilities as your knowledge organization evolves.

	STANDARD	KNOWLEDGE ESSENTIALS	KNOWLEDGE ANYWHERE
Knowledge Creator No code or HTML knowledge required. Pre-packaged templates and designs.	●	●	●
Collaboration Hub Advanced feedback management for continuous improvement.	●	●	●
Online Learning Create comprehensive quizzes. Track and report on results.	●	●	●
Notifications Alert your teams to critical changes in your business.	●	●	●
Workflow Review and approve content. Schedule regular audit reviews.	●	●	●
Reporting Run standard knowledge reports for users, usage, workflow and more.	●	●	●
Analytics Visually graph a number of your key knowledge reports.	●	●	●
Single Sign-on Secure login to match organizations authentication.	Available for additional cost	●	●
Multi-View Handle multiple inquiries simultaneously with enhanced design.	Available for additional cost	●	●
Share Content to Web/Wiki/Portal Deliver existing Panviva content via API to other channels.			●
Screen Pop from IVR Proactive push of knowledge based on customer or agent actions.			●
Connection to Microsoft Power Platform Low code options to automate business flows with knowledge.			●
Curate Microcontent Snippets of personalized knowledge from a single source of truth delivered to IV, CRM and bot.			●
Genesys Integration Currently available in AppFoundry. Deliver knowledge to customers and agents.			●

Ready to improve the customer and agent experience?

Let us show you what Upland Panviva can do. [Get started today!](#)

