Panviva

Harness AI-Powered Guidance for your Customers + Agents
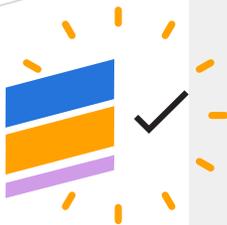
Panviva's Premium Tier, Knowledge Anywhere

Skyrocket your team's productivity

• Deliver existing Panviva content via API to other channels.

• Next Best Action prompts based on live transcript, CRM, or Telephony triggers.

• Snippets of personalized knowledge from a single source of truth delivered to IVR, CRM, and chatbot.

Futureproof your AI investment!

• **AI Knowledge Assistant** —Gen AI-Powered Smart Snippets. Curate answers for every channel and audience in seconds.

• **AI-Powered Contextual Guidance** —Connect telephony, CRM, IVR, and live transcripts to better support your agents.

• **AI Search** — Natural Language Search powered by Azure.

• **Bot agnostic for agents and customers** – Smart Snippets enriched by metadata and delivered with AI search.

![Panviva logo]

Elevate Your Omnichannel Strategy

With Knowledge Anywhere, you can effortlessly integrate Panviva's curated knowledge into your existing omnichannel ecosystem, including Genesys Cloud, Salesforce, Microsoft Copilot, and chatbots. Ensure consistent, compliant information flows flawlessly throughout every customer touchpoint, streamlining operations and delighting customers at every turn.
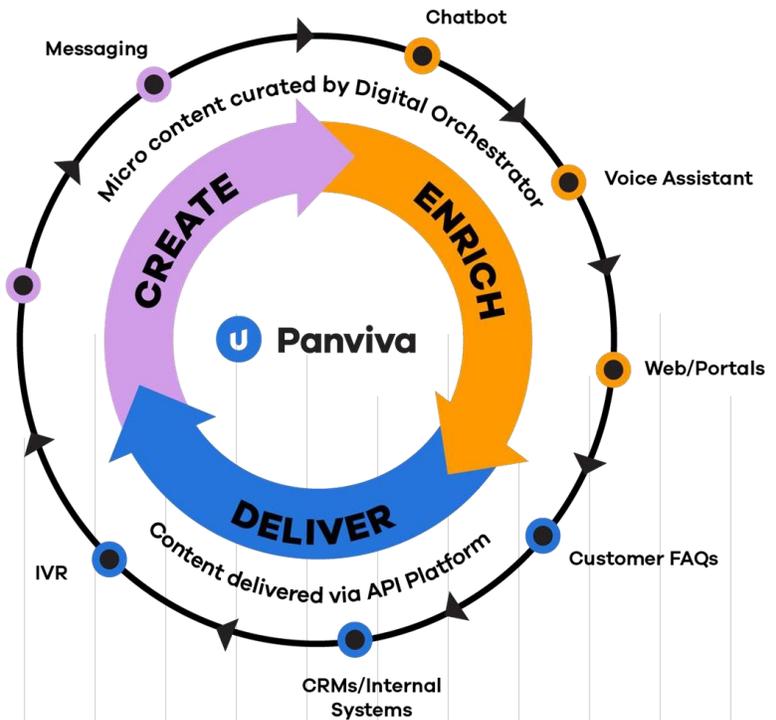
AI-Powered Knowledge Supercharges Your Agents

Empower your contact center agents with instant, contextual knowledge delivered seamlessly across all channels. Say goodbye to lengthy searches and inconsistent responses, and hello to unparalleled productivity, compliance, and exceptional customer experiences.

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

Extracts Smart Meta data
Analyzes snippets to recommend keywords to help deliver the answers more accurately.

Suggests alternatives
Recommends alternative ways that:
- The question could be asked so your teams and customers always get the answer they need.
- The answer should be written based on the audience or channel.

Unleash the Benefits of Knowledge Anywhere

Elevate your team's expertise & efficiencies with Knowledge Anywhere, seamlessly guiding your agents through complex processes and ensuring compliance from day one. AI-powered content curation delivers outstanding customer experience across every touchpoint of your omnichannel strategy. Enable your organization to deliver your customers compliant, contextual, and AI-powered assistance every day, today.

For more information about Upland Panviva
visit uplandsoftware.com/panviva