



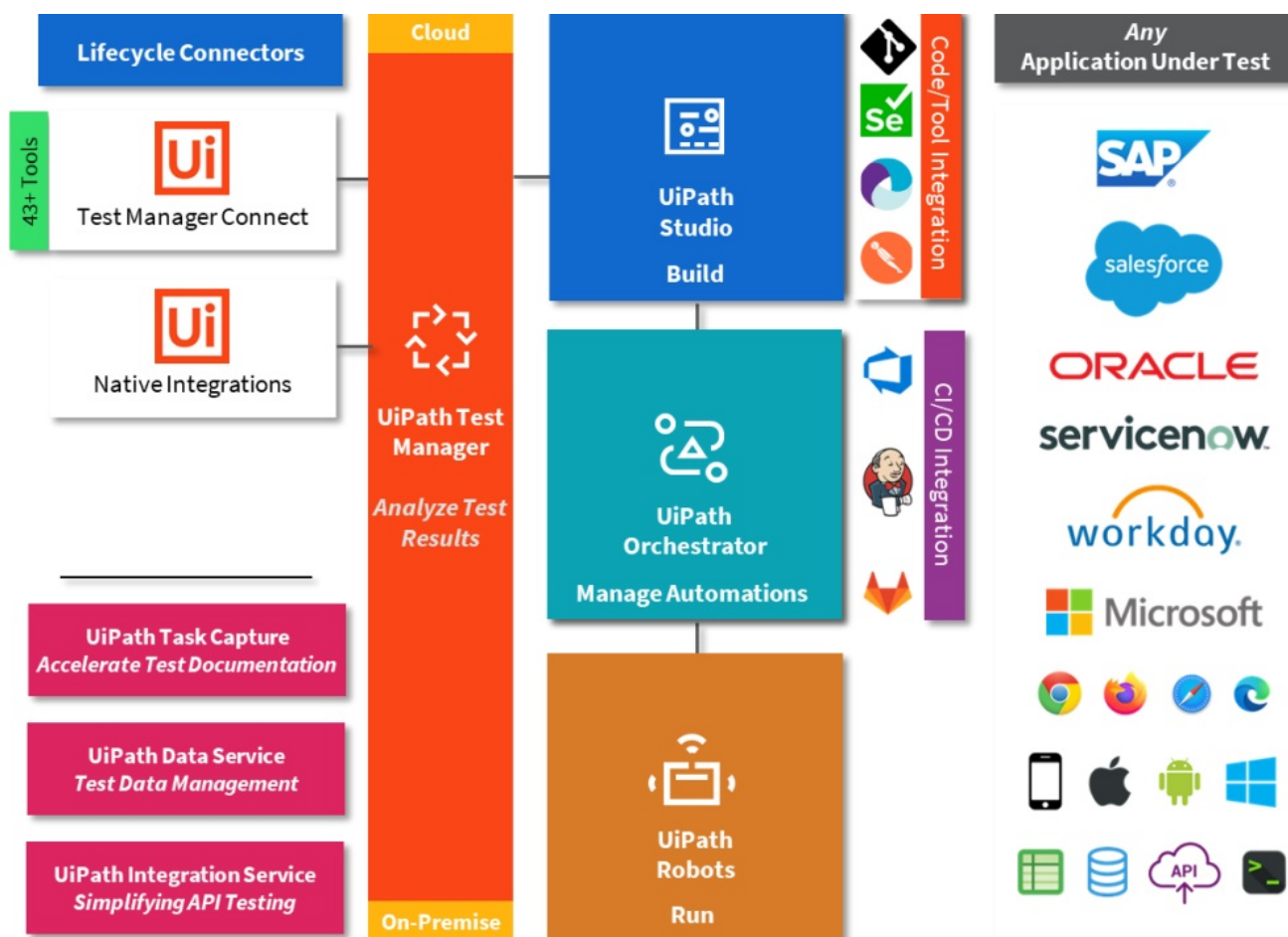
# UiPath Contact Center Service Monitoring and IVR Testing Owner's Manual

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## Product Information

### Specifications

- Product Name: UiPath Business Automation Platform
- Features: Customer experience orchestration, self-service expansion, process streamlining, IVR testing, communications mining
- Platform: Desktop PC
- Integration Services: Amazon Connect, Conversational AI Platform (Amelia)
- Automation Services: Email Automation, Unattended Integration Service, Real-time Assist (Amelia)

### Safe Harbor

This presentation may include forward-looking statements. Forward looking statements include all statements that are not historical facts, and in some cases, can be identified by terms such as “anticipate,” “believe,” “estimate,” “expect,” “intend,” “may,” “might,” “plan,” “project,” “will,” “would,” “should,” “could,” “can,” “predict,” “potential,” “continue,” or the negative of these terms, and similar expressions that concern our expectations, future performance, strategy, estimates of market size and opportunity, plans or intentions. By their nature, these statements are subject to numerous risks and uncertainties, including factors beyond our control, that could cause actual results, performance or achievement to differ materially and adversely from those anticipated or implied in the statements. These and other risk factors are described in the “Risk Factors” section of our Annual Report on Form 10-K filed annually with the Securities and Exchange Commission following the conclusion of our fiscal year ended January 31 as well as in our Forms 10-Q and other filings with the Securities and Exchange Commission. Although our management believes that the expectations reflected in our statements are reasonable, we cannot guarantee that the future results, levels of activity, performance or events and circumstances described in the forward-looking statements will be achieved or occur. Recipients are cautioned not to place undue reliance on these forward-looking statements, which speak only as of the date such statements are made and should not be

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Certain information contained in this presentation and statements made orally during this presentation relate to or are based on studies, publications, surveys and other data obtained from third-party sources and UiPath's own internal estimates and research. While UiPath believes these third-party studies, publications, surveys and other data to be reliable as of the date of this presentation, it has not independently verified, and makes no representations as to the adequacy, fairness, accuracy or completeness of, any information obtained from third-party sources. In addition, no independent source has evaluated the reasonableness or accuracy of UiPath's internal estimates or research and no reliance should be made on any information or statements made in this presentation relating to or based on such internal estimates and research.

**Brad Beumer**

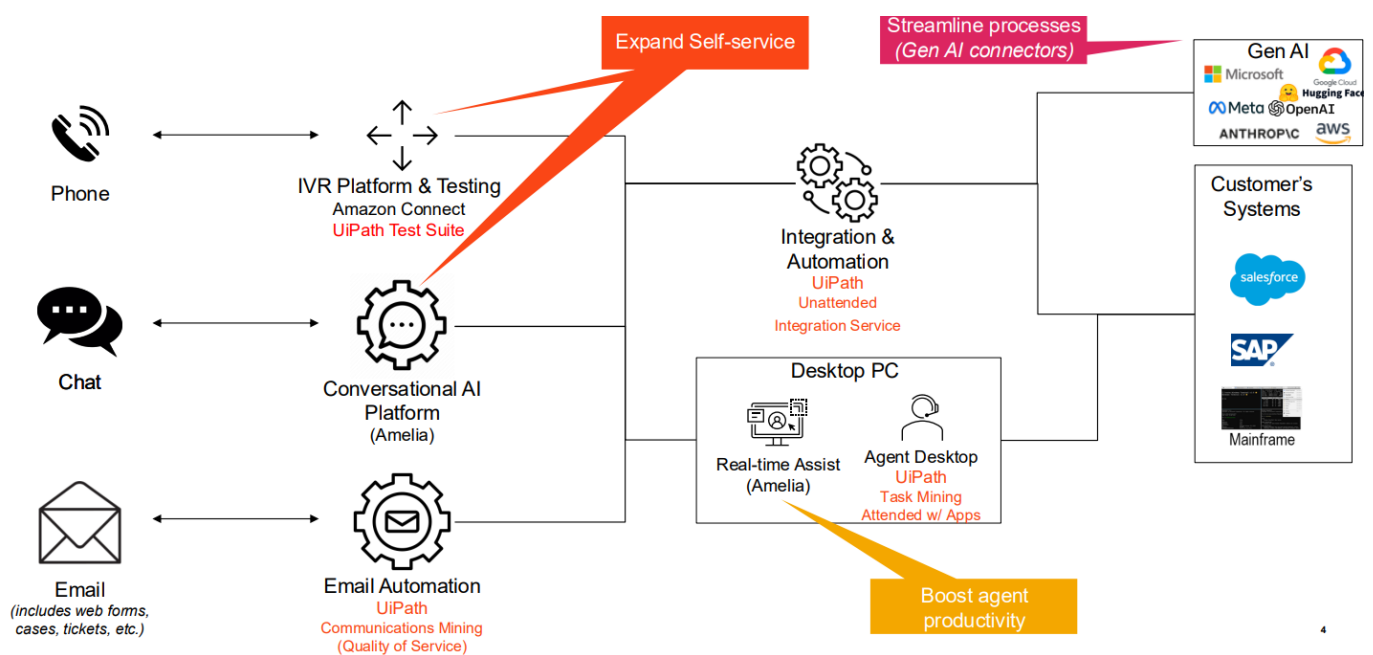
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**Willem Smith**

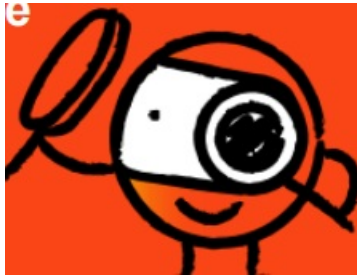
Director, Product Management UiPath





## The quality of customer experience is a crucial point of competition

- But a lack of visibility and understanding impacts service quality across all key stakeholders.
- IVR quality assurance is time and resource intensive.
- Ensuring customers receive the highest quality service across all channels is a challenge.



### **Service Agents**

- Can't work proactively – stuck in reactive mode
- Lack visibility to get ahead of issues
- Can't identify root causes of client service events



### **Relationship Managers**

- Can't demonstrate where potential issues were identified, managed, and/or avoided
- Can't evidence and benchmark performance to win more business



### **Leaders**

- Can't track or measure quality of service from their teams
- Can't demonstrate impact or drive improvements

If you receive a complaint or an escalation from a customer, it's already too late.

## **Sentiment tracking alone is not an effective measure of quality**



In B2B, customers don't often tell you what they really think. Tone can't be accurately detected through keyword analysis.



Cultural differences are difficult to perceive within comms. A one-size-fits-all approach is not effective.



The quality of any service provided is a critical business goal both externally and internally.





By the time organizations discover an issue it has already impacted the silent majority.



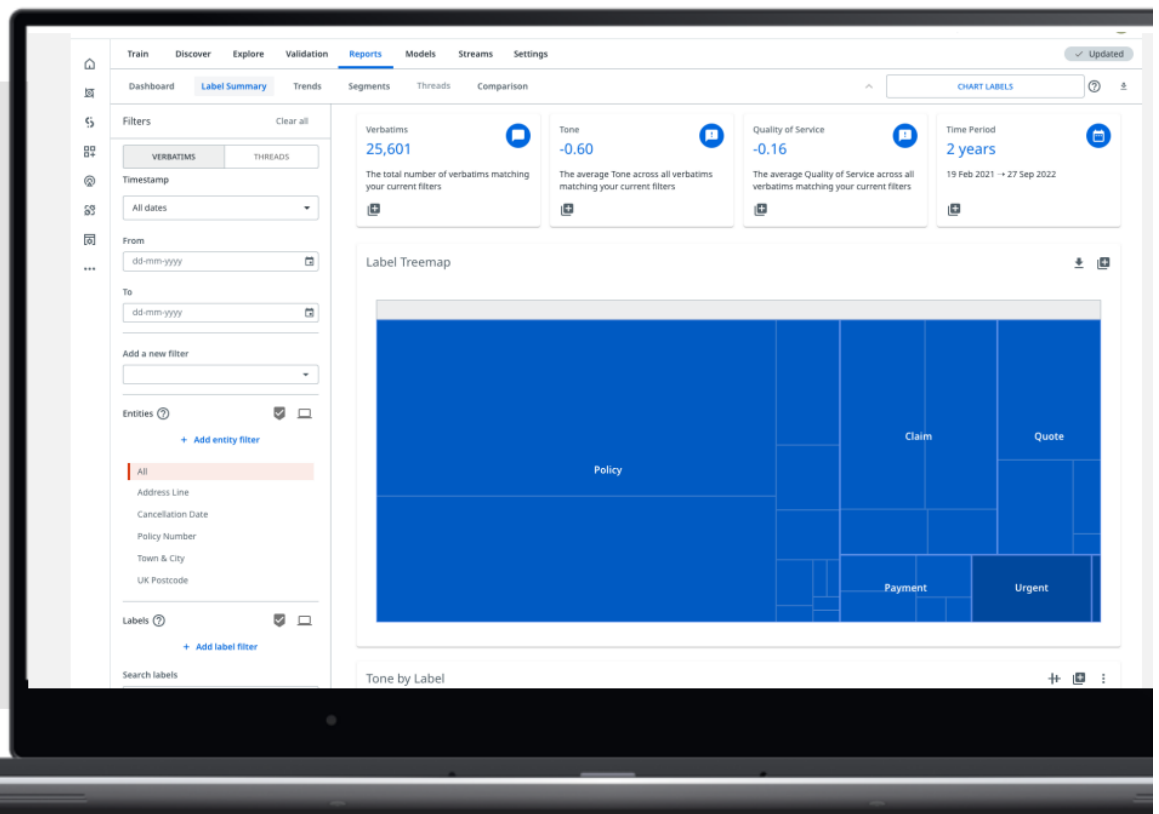
Customers can be very polite whilst having a bad experience. They will still churn.



## Introducing UiPath Communications Mining

A no-code, state of the art NLP platform combining unsupervised and active learning to build customer-specific ML models to analyze and automate business communications.

UiPath Communications Mining turns every message into actionable data in real-time, enabling businesses to understand, monitor and act on every conversation.



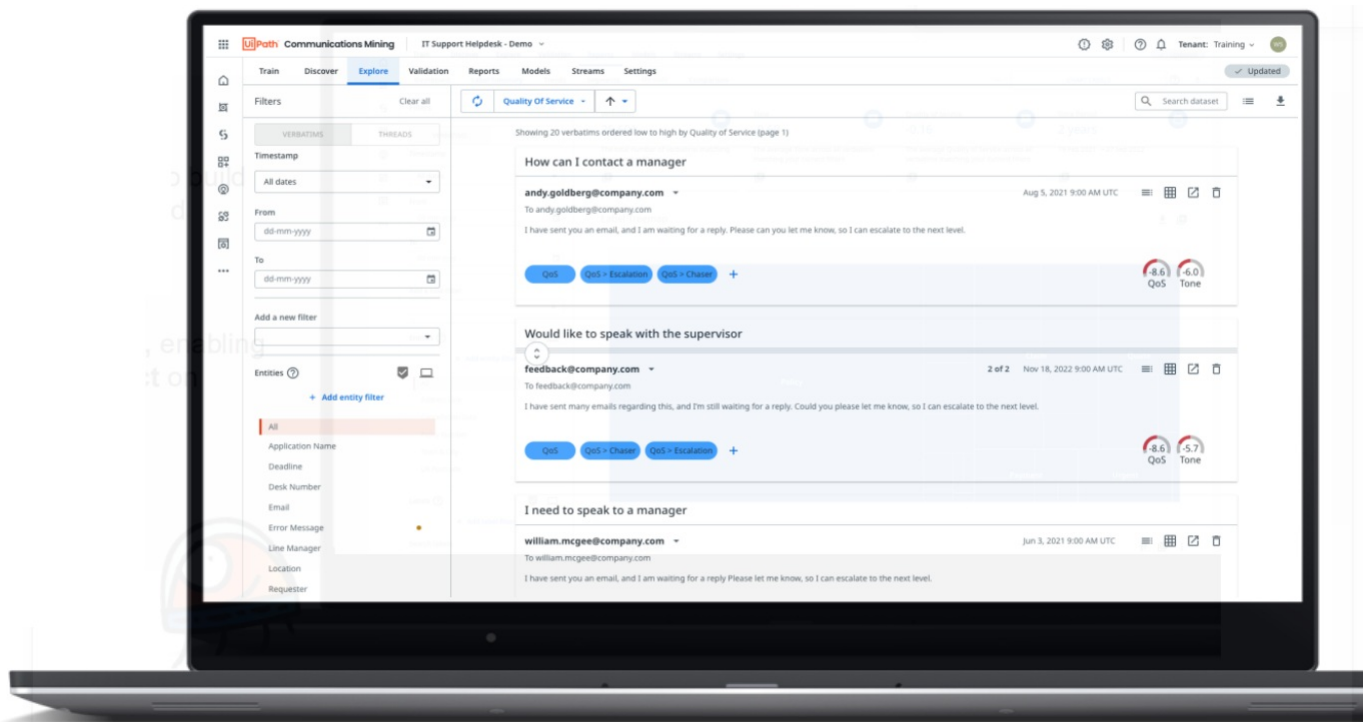
## Quality of Service

Communications Mining's Quality of Service (QoS) functionality helps to ensure that customers can always receive the highest level of service.

### How our clients use QoS:

1. Quality assurance across customer facing teams
2. Identification of prevalent customer issues & recovery opportunities
3. Performance monitoring & proactive customer interventions|
4. Performance monitoring & proactive customer interventions

It combines the tone (overall sentiment) and intents of all messages to automatically compute configurable QoS Scores.



## How Quality of Service works



The QoS feature automatically combines the overall sentiment and combined impact scores each label prediction to generate a score between -10 and 10 for every message.



Any label can be assigned an impact score (-10 to 10) depending on its impact to a client's experience.

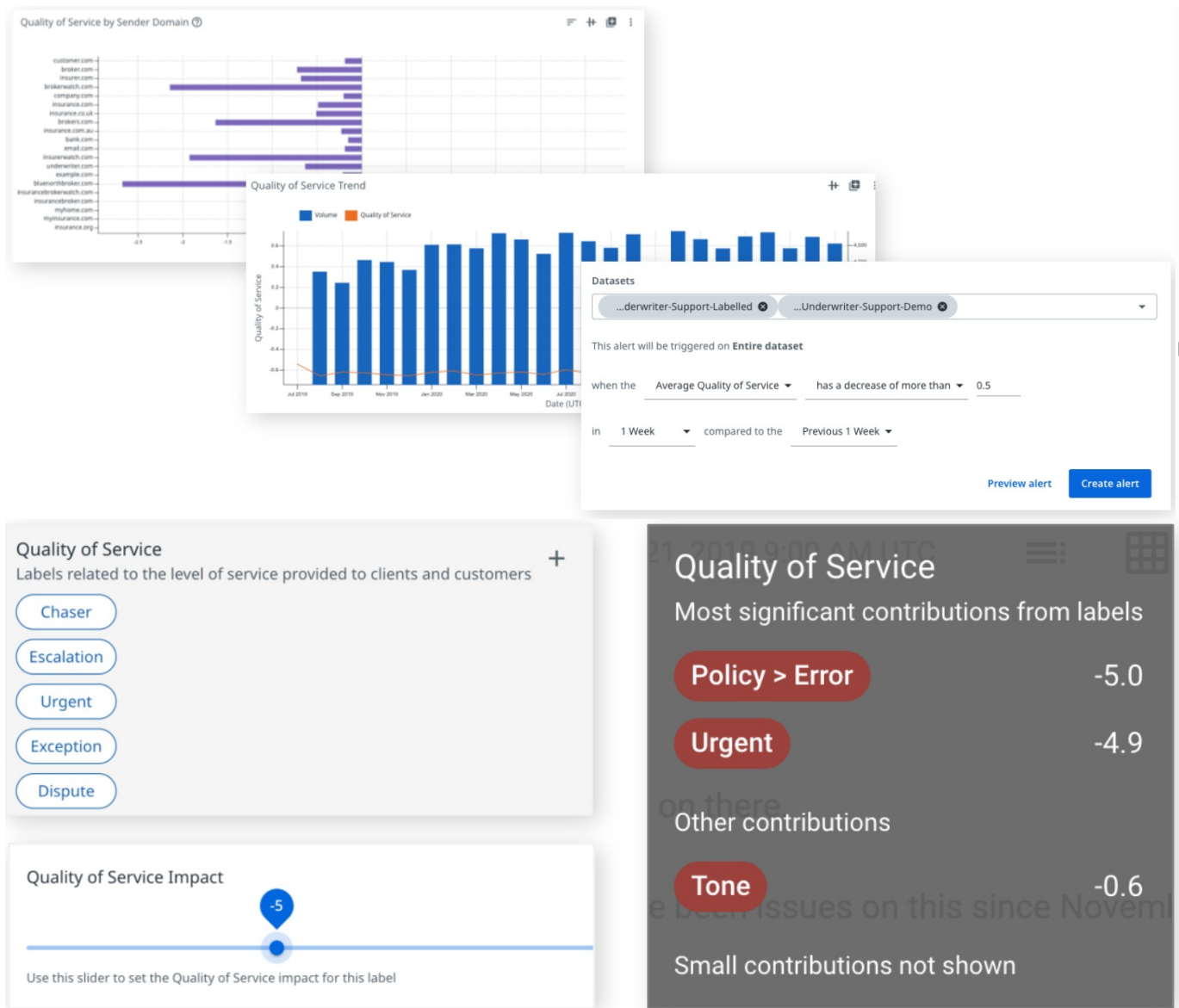


Pre-trained Quality of Service labels with pre-set impacts and tone analysis are available out-of-the-box.



Once generated, these scores can be aggregated up at any level, allowing both qualitative and quantitative analysis within the platform, as well as live monitoring and alerting on trends and events.



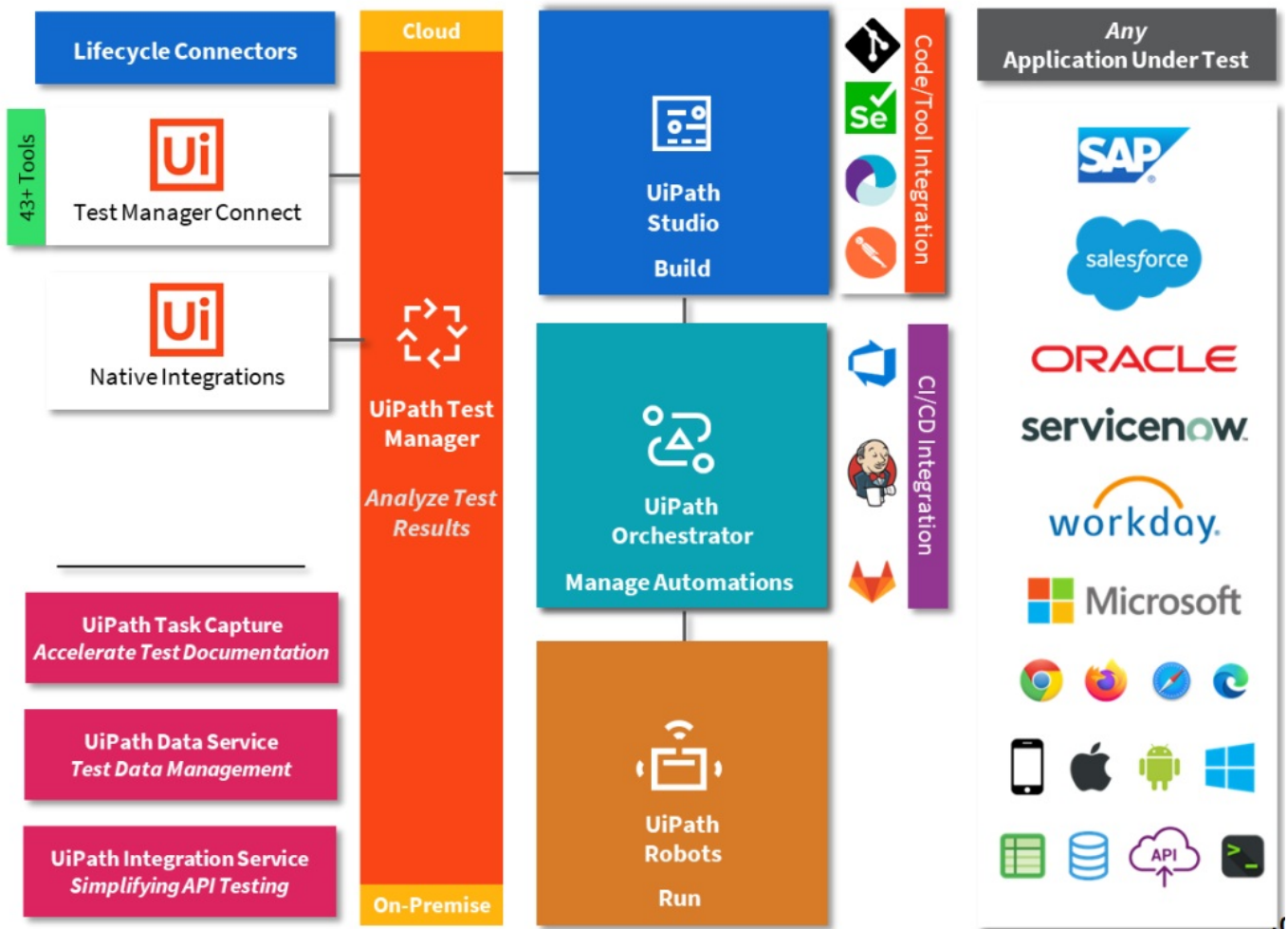


## Ensuring the Quality of IVR Systems

- IVR systems are often the first point of interaction between a company and its customers. A well-functioning IVR system can greatly enhance customer satisfaction by providing a seamless and efficient experience.
- UiPath Test Suite ensures that the system is user-friendly, intuitive, and can handle various customer queries effectively.
- IVR solutions can be complex, comprising of multiple technologies working together. Testing solutions must be able to handle the variety of systems (both inbound and outbound)

## How our clients use UiPath Test Suite

1. Quality assurance across IVR technologies
2. Identification of potential errors, dead ends, confusing instructions, or incorrect information
3. Verify integrations between IVR systems and other enterprise solutions, such as CRM, database, or billing systems
4. Risk mitigation to identify and fix issues early; thus, reducing system downtime, customer complaints, and staff augmentation



## IVR Testing Key Requirements

### Make Calls

Handle basic call functions

- Make outgoing calls
- Convert speech to text

### Validate

Text comparisons

- Compare IVR speech to expected results
- Log all speech conversion for manual reconciliation

### Navigate

Interact with the IVR system

- Provide DTMF responses
- Provide voice responses

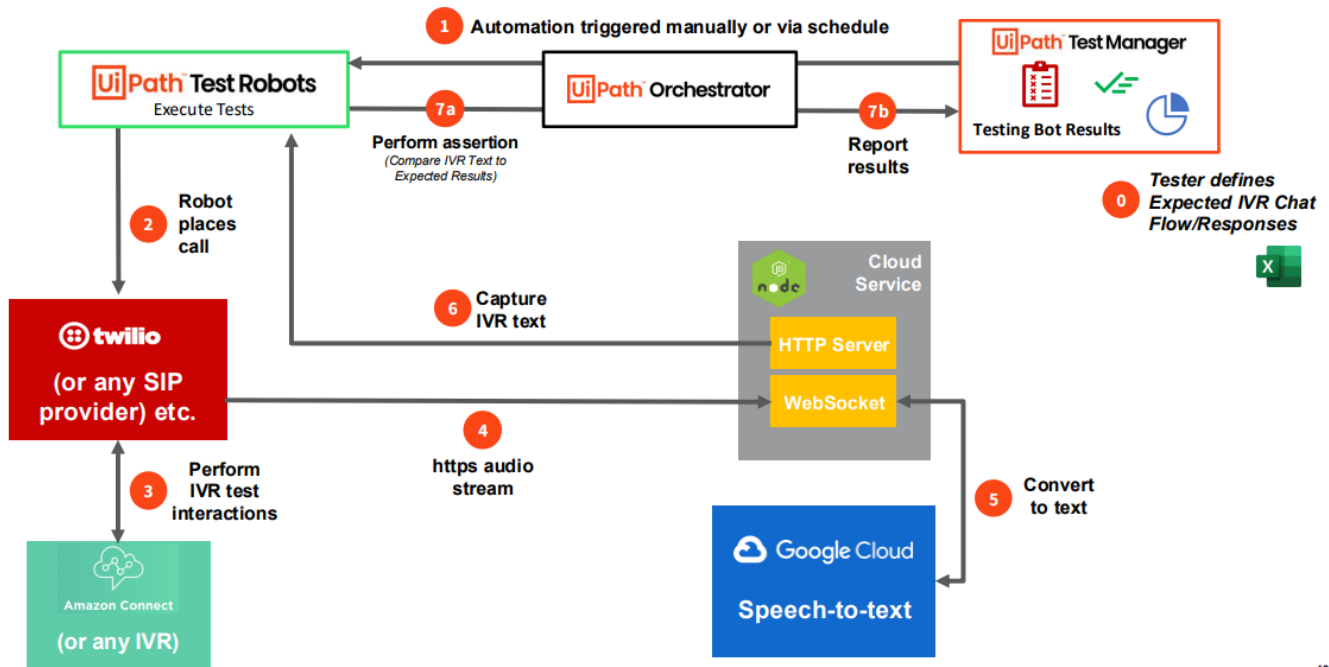
### Flexibility

Open Architecture

- Allow changes in IVR and text-to-speech providers
- Allow any language and any cloud to coordinate flow

## IVR Test Architecture Diagram

### How it works

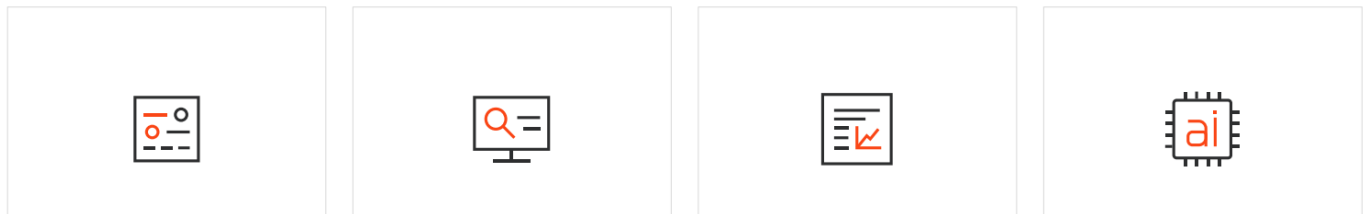


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### The value of contact center quality

UiPath ensures customers are provided with the highest quality of service, driving improvement in IVR testing, while proactively identifying improvement opportunities

- Accurate & timely management intelligence
- Proactive issue identification & resolution
- Boost efficiency, performance & productivity
- Scale AI quickly across service functions



### Learn more about UiPath contact center solutions



#### UiPath Contact Center solutions

See the dedicated Contact Center solution page on the UiPath website.

<https://www.uipath.com/solutions/department/contact-center-automation>



### The Ultimate Guide to Communications Mining

See the value that communications discovery, monitoring, and automation can bring to your business.

<https://www.uipath.com/resources/automation-whitepapers/ultimate-guide-to-communications-mining>



### Start an Enterprise Trial

Speak to your Account Executive about starting an Automation Cloud Enterprise Trial of UiPath Communications Mining.



## Frequently Asked Questions


- **Q: What is the purpose of Communications Mining in the UiPath Business Automation Platform?**

A: Communications Mining is a no-code NLP platform that analyzes and automates business communications in real-time, enabling businesses to understand, monitor, and act on every conversation.

- **Q: How does the Quality of Service functionality benefit users?**

A: The Quality of Service functionality helps in ensuring that customers consistently receive high-quality service by combining sentiment and impact scores to generate actionable data for service improvement.

## Documents / Resources

	<a href="#">UiPath Contact Center Service Monitoring and IVR Testing</a> [pdf] Owner's Manual Contact Center Service Monitoring and IVR Testing, Center Service Monitoring and IVR Testing, Service Monitoring and IVR Testing, Monitoring and IVR Testing, IVR Testing, Testing
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## References

- [User Manual](#)

[Manuals+](#), [Privacy Policy](#)

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