

When Seconds Count, Count on Upland Panviva

Avoid the frustration of endless information searches that diminish customer experience.

Your customers expect a split second response when they contact your company. But your people and channels can only work as fast as your knowledgebase will let them.

Upland Panviva delivers the exact knowledge customers need, precisely when they need it, through:

- A centralized knowledge base
- Task-based content development authoring tools
- Leveraging AI for natural language interactions
- Integrated access to all connection points via intelligent APIs

Panviva's step-by-step workflow guidance lets you:

- Re-invent outdated processes and procedures
- Give your people the tools and training to quickly master new skills and software
- Meet the constantly changing demands of today's digital age

Follow the guide-on-the-side.

The compact Panviva interface provides information based on users' roles, where they are in the application, and what they need to know or do to proceed to the next step. Panviva relies on three keys:



*Panviva's methodology combined with the intuitive guide-on-the-side ensures the right answers are never more than **three clicks away!***



CONTEXT
Provide the right information for the task at hand.



TIMING
Provide information only as it's needed.



EFFICIENCY
Eliminate the need to search for information.

By providing just the right information just as it's needed, Upland Panviva cloud knowledge software empowers your organization to move at speeds you didn't think possible.

Improve a range of processes.

When it's easy to follow best practices, your organization benefits in many ways:



Better Service
Immediate, correct answers & fast call resolution



Knowledge Everywhere
Easily connect to get knowledge where & when its needed



Be compliant
Ensures stricter compliance conformance



Be confident
Train faster, access easier, boost employee performance

Australia's Telstra, for example, has cut hands-on training of new hires in half, to two from four weeks. What's more, new employees are confident in their roles from day one.

Liberate IT for higher-value work.

The Panviva platform is made for your training and content experts to manage and use. It liberates your information technology team to do higher-value tasks.

- **Cloud-based platform:**
Implement without cumbersome network changes.
- **No redundancy or confusion:**
In-house experts create and manage a single source of truth.
- **Continuous improvement:**
Users can easily request changes.

Make Upland Panviva the center of your digital transformation.

Before you implement another IT project, talk to Panviva. Our platform will make your next implementation smoother and faster than you ever thought possible.

Streamline and standardize workflows.

- **Customer service**
- **Onboarding of personnel**
- **Software training**
- **Internal processes, from reporting to audits**

Apply to a spectrum of processes.

- **Healthcare scheduling**
- **Telecom asset management**
- **Insurance customer service**
- **Financial services software adoption**
- **Technology sales**

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“We are a large company changing the way everyone works. We had to provide help.” – GM Financial

“Panviva allows us to find the answer right in front of us and know that it is correct.” – Telstra



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