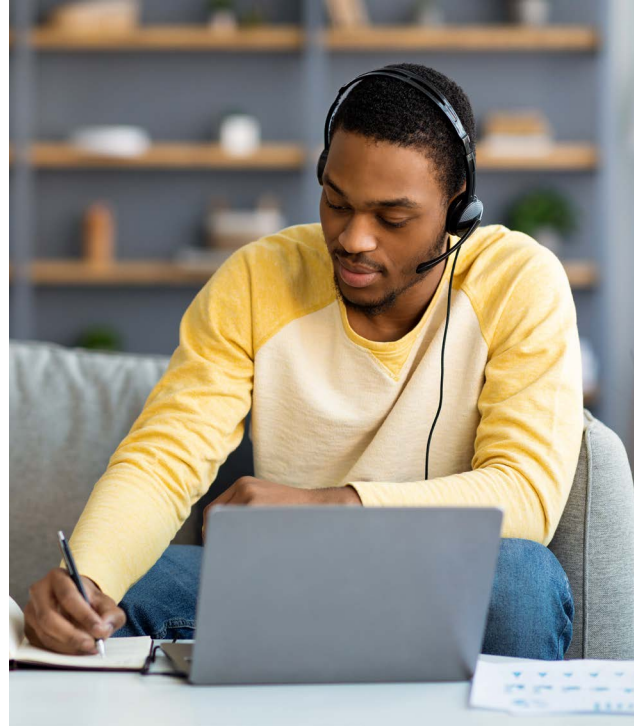




Switch your contact center into high gear with consistent knowledge built for compliance



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

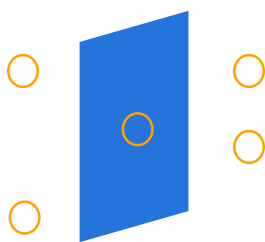
"

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!

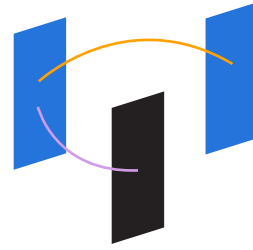
Panviva's "single source of truth" delivers consistent answers across every channel, ensuring compliance with any company or industry regulations. Panviva can provide targeted knowledge based on roles and teams.

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! Improve knowledge sharing and collaboration across your enterprise with Panviva Nugget, our turnkey chatbot that seamlessly integrates Panviva knowledge with Microsoft Teams.



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.

	KNOWLEDGE ESSENTIALS Built for organizations focused on agents knowledge.	KNOWLEDGE UNITED Built for organizations who want to connect their knowledge with other applications.	KNOWLEDGE EVERYWHERE Built for organizations with robust knowledge and digital strategies.
Knowledge Creator	●	●	●
Single Sign-on	●	●	●
Standard Feedback	●	●	●
Online Learning	●	●	●
Notifications	●	●	●
Workflow	●	●	●
Multi-View	●	●	●
Standard Reporting	●	●	●
Analytics	●	●	●
Collaboration Hub	●	●	●
Share Content to Web/ Wiki/Portal		●	●
Screen Pop from IVR		●	●
Connetion to Microsoft Power Platform		●	●
Teams Bot (Nugget)			●
Curate Microcontent (for bot, IVR)			●



Ready to improve the customer and agent experience?

Let us show you what Upland Panviva can do.

Get Started