Unisys

Use case

Streamline business processes with agentic AI

Unisys Cloud AI Customer Experience: Digital labor use case

"Hyperautomate" business processes using agentic AI and technologies like AI automation and AI agents. This combination, also known as digital labor, minimizes routine tasks and delivers a next-generation customer experience.

The Cloud AI Customer Experience solution, based on the Unisys Intelligence Accelerator, an AI technology framework, helps organizations deploy digital labor to streamline processes, increase efficiency and spark innovation.

Scenario

Organization size and scope:
All businesses, from small to global enterprises, using agents and/or challenged by repetitive, time-consuming tasks

Objective:
AI-infused hyperautomation that simplifies this work and enhances the customer experience

Organizations are eager to streamline business processes and adapt to a reduced workforce due to demographic change. Unisys' AI-powered automation addresses both challenges by handling routine tasks while introducing a personalized and proactive client experience, whether through self-service options or by supporting human agents with real-time intelligence.

How Unisys delivers value

More than half of the existing workforce is expected to retire within a few decades, but essential business processes must continue without interruption. The Cloud AI Customer Experience solution addresses this challenge through intelligent automation and digital labor capabilities that transform how work gets done.

- **Streamlined business processes:** Agentic AI can reduce or even eliminate routine employee work, such as creating reports or updating databases, and increase output accuracy.

- **Increased agility and scalability:** Accelerated decision-making through governance and AI-infused hyperautomation helps companies adapt to changing business requirements.

- **Enhanced customer experience:** AI-generated avatars can act as round-the-cloud agent interfaces to provide a more responsive customer experience.

- **Faster ROI:** AI-infused hyperautomation can contain costs.

- **Security and compliance:** Depending on specific use cases and AI regulations, supervised decisions by AI agents may be required. Unisys supports a human-in-the-loop approach while allowing AI agents to autonomously handle routine work like report creation or data processing.

ROI potential

AI-infused automation and next-generation customer experience

Leveraging the Cloud AI Customer Experience solution advances your organization's business process automation and helps keep you competitive.

- Faster processing through accelerated procedures

- Cost reduction due to less effort in completing business processes

- A more creative environment that makes your organization more attractive to prospective and current employees

- A modern customer experience that differentiates your organization

- Gesture control for navigation through the user interface for a more seamless customer experience

- Handover to human agents when necessary

To learn how Unisys can help you minimize repetitive work and improve the customer experience, visit our website or contact us.

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