



HUMAN. TECHNOLOGY.
BETTER TOGETHER.

YOUR GLOBAL CX & AI PARTNER



BUILT ON EXPERTISE. ENHANCED BY AI. ●●●●●

At UCC, we empower businesses by delivering exceptional customer experiences through a seamless blend of human expertise and AI-powered automation. With over **25+ years of industry leadership**, multilingual capabilities in **40+ languages**, and **omnichannel engagement solutions**, we help organizations **reduce operational costs**, streamline operations, and scale globally.

Our mission is to help businesses serve smarter, grow faster, and create better customer experiences through the seamless integration of people, technology, and AI.



**Built on 25+ Years
of CX Expertise**



**AI-Powered,
Human-Centered**



**Trusted by
Leading Global Brands**



**40+ Languages
Supported Worldwide**

SOLUTIONS & SERVICES ●●●●●

GLOBAL CX SOLUTIONS



AI POWERED OPERATIONS



- Platform Services
- Process and Automation Consultancy
- Multilingual Customer Management
- AI-driven customer service solutions
- Advanced analytics providing real-time insights
- AI-based front & back-office tools

MULTIPLE AWARD-WINNING, AI-BASED CUSTOMER CARE SOLUTIONS



OUR TECHNOLOGY ECOSYSTEM

THREE LAYERS. ONE OUTCOME. ●●●●●

At UCC, we believe that meaningful business transformation happens when AI, technology, and operational expertise work together. Our technology ecosystem combines advanced AI capabilities, purpose-built business applications, and omnichannel customer experience solutions into a unified framework designed to reduce costs, streamline operations, and create measurable business value.

Together, these three layers help organizations increase efficiency, improve customer engagement, and scale with confidence.

GEN AI LAYER

ALWAYS-ON CUSTOMER INTERACTION & INTELLIGENCE.

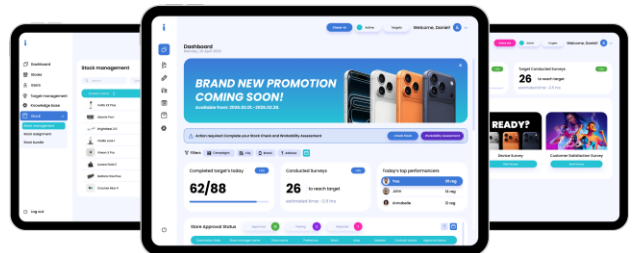
- **AI Voice** (scalable AI automation – from IVR to Agentic AI)
- **AI Chat & Email** (omnichannel, human handover)
- **AI Analytics & Quality** (CSAT, QA, insights at scale)



PRODUCT ENGINEERING

PURPOSE-BUILT TOOLS FOR REAL BUSINESS OPERATIONS.

- **Swapcom** – automated product exchange & warranty processing
- **Interevo** – field activation & retail performance platform



AIDEN STUDIO

AI-FIRST MODULAR CX PLATFORM.

- Own, standalone platform (modular & API-ready)
- Chat, Email, Voice, Knowledge Base, CSAT & QA modules
- Enterprise-grade security, GDPR-compliant
- Deploy modules independently or as a unified system



LET'S GROW TOGETHER



At UCC, we don't just answer your customers, we understand your brand. We become an extension of your business, committed to protecting your two most valuable assets:

Your brand. Your customers.

Let's discuss how we can help elevate both.



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