

Streamline & Accelerate Your Cloud Migration with UJET and Google Cloud

Whether you're running on-prem, hybrid, or legacy cloud today, migration doesn't have to be overwhelming. UJET has clearly defined migration paths and commercial incentives for Avaya, Cisco, and Genesys customers – and a proven team that will walk with you every step of the journey.

Begin Your Migration with UJET Connect

Migration to cloud contact center is the clear path to transformative CX.

Contact centers beginning the migration process are prioritizing resiliency, scalability, and flexibility while adopting ongoing innovation in the CCaaS space – which is why customers are turning to UJET and Google Cloud.

To help streamline and accelerate migration plans, UJET is offering UJET Connect: an ROI-based, zero-cost business case for current Avaya, Cisco, and Genesys customers, along with commercial incentives designed to reduce the cost and friction of moving to the cloud.



A ZERO-COST Pre-migration assessment that includes

- ✓ A business case assessment and cost-benefit analysis for moving from your current solution
- ✓ A complete catalog of your current state and capabilities
- ✓ An in-depth gap analysis of your current vs. desired future state
- ✓ A phased roadmap and blueprint for migrating off of Cisco, Avaya, or Genesys to achieve that future state
- ✓ Commercial incentives designed to offset costs of migration to cloud contact center

Why UJET Connect?

A phased roadmap and blueprint to contact center transformation with a seamless migration off legacy contact center solutions.

Accelerate Analysis

With an in-depth review and report of current state and future vision, requirements, workflows and risks to mitigate.

Build Your Plan

With a phased roadmap and blueprint that delivers a step by step plan to achieve contact center transformation.

Align Stakeholders

With a business case and cost-benefit analysis that identifies value and return on investment.

Make the switch to the #1 cloud contact center in user satisfaction for the 10th consecutive quarter by G2!



Set vision & understand future state



Conduct gap analysis



Define Roadmap



Build Business Case



Migrate to UJET!

Frequently Asked Questions

Q: What is the cost to participate?

A: The UJET Business Case assessment is offered at no cost for qualified prospective customers. Avaya, Cisco, and Genesys customers are all eligible.

Q: How long does the assessment take?

A: Depending on customer participation and available information, the process would take an estimated four weeks on average. Some cases may require more or less time.

Recommended Steps

Our primary goal is to minimize operational risk while maximizing migration speed, which can be achieved by taking a phased approach.

1. Replace current IVR with UJET AI-powered IVR. (Use SIP interconnect for integration)
2. Maintain support phone numbers on current provider, but migrate the contact center agents to UJET. Use SIP interconnect to move calls to from provider to UJET.
3. Port contact center phone numbers to UJET providers with full BCP plan. (If required) Migrate UC or Enterprise Telephony to UJET Partner

Getting Started

Act now to book your zero-cost Business Case Assessment with UJET. Visit the UJET Connect web page at ujet.cx/ujet-connect to get started.

UJET is the cloud contact center platform for businesses who put trust at the heart of their customer experience. Our one-of-a-kind architecture and award-winning CX Intercloud deliver the most dependable foundation for security, reliability, and scale across cloud contact center operations. With UJET, organizations gain a full voice and digital engagement suite that's equipped with smart device capabilities, powerful AI, and advanced analytics – all intuitively designed to make life easier for everyone involved. From customers and agents to supervisors and executives, UJET delivers meaningful operational efficiency, higher interaction quality, and mission critical stability. Innovative brands like Instacart, Turo, Wag!, and Atom Tickets all trust UJET to enable exceptional customer experiences. So can you. Learn more at ujet.cx.



"UJET is easy to understand and it integrates well with our CRM. It makes it easy for us to contact our clients."

Safety Specialist