

UJET: AI-Powered Customer Experience

Create exceptional customer experiences with AI that knows your customers and their needs, gives your agents superpowers, and provides data-driven insights

Reimagining Customer Experience with AI

Unlike legacy platforms that bolt AI onto complex systems, UJET was built from the ground up with AI at its core. Powered by Google Cloud's Conversational AI, UJET transforms every touchpoint of the customer journey — from self-service to agent and supervisor experiences.

Why UJET + AI?

Organizations using UJET aren't just testing generative AI; they're reimagining customer experience and driving real business value. UJET's AI innovations enable you to:

Improve CSAT: Boost revenue and Customer Lifetime Value (CLV) with personalized service.

Drive ROI: Cut operational costs and cost per contact for faster returns.

Boost Agent Efficiency: Improve First Contact Resolution (FCR), reduce Average Handle Time (AHT), and enhance Employee Experience (EX).

Gain Insights: Get full visibility into customer journeys, uncover the "why" behind conversations, and optimize continuously.

AI Tools for Each Step of the Customer Journey



Virtual Agents: These leverage both deterministic and generative AI to deliver personalized, contextual, and natural self-service conversations.



Smart Routing: The routing engine uses real-time and historical customer data to dynamically determine whether a virtual agent or a live representative is best suited to meet the customer's needs.



Agent Assist Tools: Built with generative AI, these tools provide contact center agents with real-time coaching, transcription, translation, sentiment analysis, and post-interaction automation.



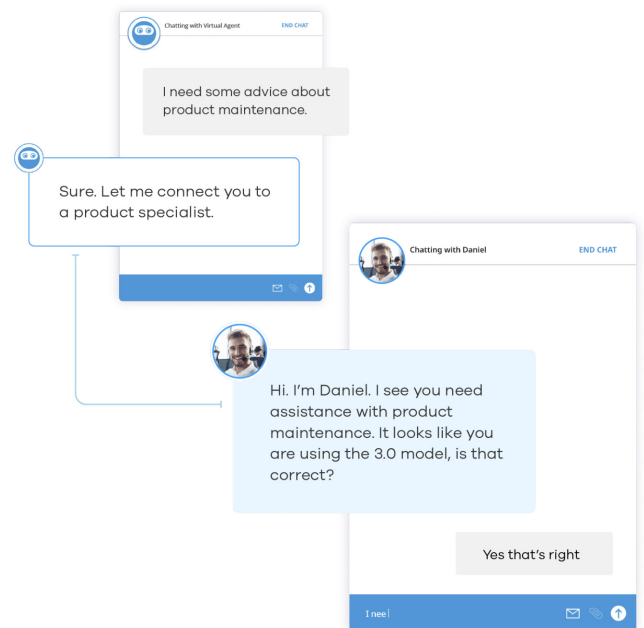
Conversational Insights: This feature arms supervisors and managers with the data they need to boost operational efficiency and continually improve both self-service and live-assisted interactions.



Transform Self-service with Virtual Agents

UJET Virtual Agents provide proactive, personalized self-service using natural, human-like voices to deliver highly engaging customer experiences. To ensure high-quality and safe responses, they use deterministic AI while also harnessing the power of generative AI for the rapid design and deployment of intuitive, high-quality conversational experiences. All of this is managed from a single, unified agent building interface.

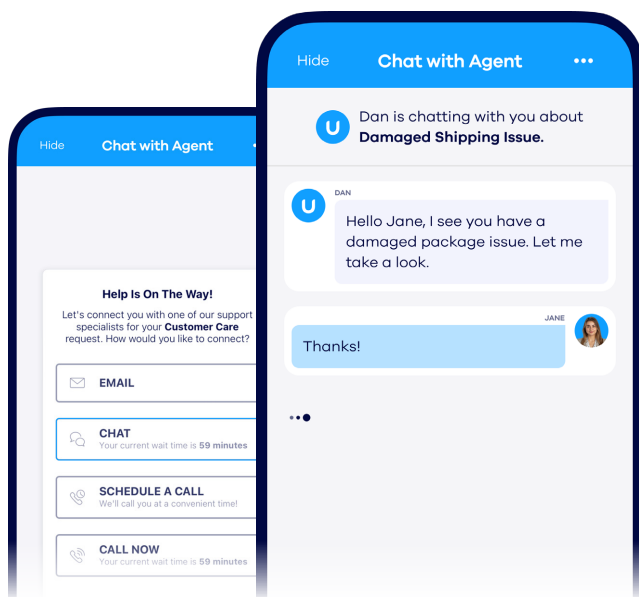
To put it simply, UJET Virtual Agents help AI designers easily build human-like, multilingual self-service experiences. They're grounded in your enterprise data, personalized, and multimodal, supporting voice, text, and even images.



Personalize Interactions with Predictive, Dynamic Routing

UJET's intelligent and contextual routing for virtual agents is the first of its kind. Essentially, the system uses real-time and historical data—based on the customer's record, journey, or predicted intent—to dynamically determine whether to route to a virtual or live agent for the best outcome.

Crucially, this eliminates the traditional back-and-forth questioning and the frustrating experience of being forced to interact with a virtual agent when a live one is needed. If the virtual agent hands off the issue, the live agent receives a full summary and context of the customer's journey, ensuring a seamless handoff, more personalized service, and a quicker resolution.



KeyBank



KeyBank used
**UJET's Virtual
Agents** to achieve:

15%

reduction in call
volume

10%

reduction in contact
center costs

50%

increase in digital
chat volume



EverWash



EverWash leveraged
**UJET's Intelligent
Routing** to achieve:

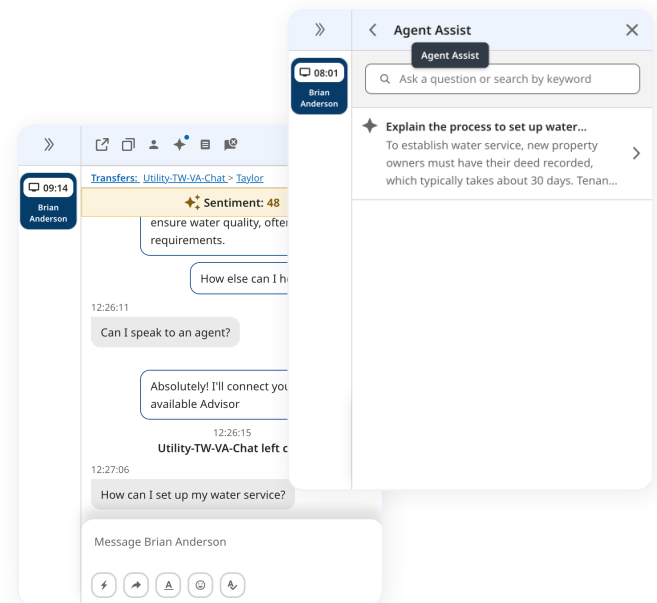
70%

reduction in Average Response Time
(from over 60 seconds to 18 seconds)

Evolve the Employee Experience with Agent Assist

UJET Agent Assist provides your contact center agents with real-time context, coaching, and next-best-action guidance. This empowers your team to resolve inquiries faster and with higher accuracy, which in turn boosts First Contact Resolution (FCR), reduces Average Handle Time (AHT), and decreases both training times and agent turnover.

Powered by the latest generative AI and Large Language Models, Agent Assist provides ready-to-share responses and contextual, step-by-step guidance. It uses a centralized knowledge base and pre-built data connectors to answer customer questions in real time. During an interaction, Agent Assist provides real-time transcription, translation, and sentiment analysis so your agents always have the context they need to deliver brilliant service. Finally, at the end of a conversation, Agent Assist automates post-interaction summaries and writes transcripts to your CRM system of record.



The main benefit is clear: A leading streaming service used UJET's Agent Assist to achieve a 23% reduction in Average Handle Time.

Discover Your Customer Truth with Conversational Insights

UJET's Conversational Insights analyzes data from across the customer journey to provide supervisors, managers, and AI designers with actionable, data-driven insights. This ultimately improves operational efficiency, increases customer satisfaction, and helps organizations continually improve the quality of their experiences.

Using Natural Language Processing, Conversational Insights captures customer and agent sentiment, identifies key topics, and scores them. Leveraging Google's proprietary language models, advanced topic modeling automatically creates a taxonomy of conversation drivers. Smart highlighting capabilities capture key moments, such as when customers complain or ask for a supervisor. By gaining a complete understanding of virtual and live agent performance, UJET customers can discover the "why" behind every customer interaction, empowering teams to reduce wait times and optimize operations.



For example, a UJET BPO customer used Conversational Insights to identify optimizations that resulted in 15% cost savings for their clients and an 8-point improvement in NPS scores.

Consumers Have Evolved, Your Contact Center Should Too

UJET leads the way in AI-powered contact center innovation, delivering a future-proof, cloud platform that redefines the customer experience with cutting-edge AI, true multimodality, and a mobile-first approach. We infuse AI across every aspect of your customer journey and contact center operations, to drive automation and efficiency. UJET's AI solutions empower agents, optimize customer journeys, and transform contact center operations for elevated experiences and actionable insights. Built on a cloud-native architecture with a unique CRM-first approach, UJET ensures unmatched security, scalability, and prioritized data insights (without storing PII). Designed for effortless use, UJET partners with businesses to deliver exceptional interactions, smarter decision-making, and accelerated growth in the AI-driven world.

Learn more at ujet.cx or view a [demo](#) here.

