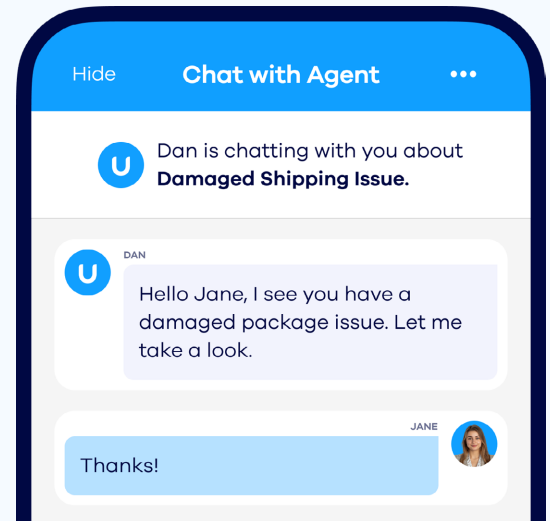




UJET Conversational Insights: Discover the Truth Behind Every Customer Interaction



The New Gold Standard - Data-Driven CX Optimization

As a Contact Center Manager, you're the commander of the floor—and you know that operational excellence is the key to happy customers and a thriving team. But you can't manage what you don't truly understand. The best contact center leaders are moving beyond surface-level metrics to uncover the root causes of customer issues, empowering them to drive down costs, improve agent performance, and finally move from being a cost center to a value creator.

UJET Conversational Insights is the feature designed for managers, supervisors, and administrators who need actionable, data-driven intelligence across the entire customer journey. It's your path to full visibility, helping you uncover the "why" behind conversations to continually improve self-service, live-assisted interactions, and overall operational efficiency.

Agent	Duration	Turns	Primary Topic	Channel	Start date ↓	Import date	Analysis date	Analysis status
Harper (791735)	14m 19s	18	Inquiring about warranty		Yesterday, 10:02 PM	Today, 3:00 AM	Today, 4:47 AM	Analysis completed
Elena (888301)	9m 54s	12	Inquiring about order status		Yesterday, 10:02 PM	Today, 3:00 AM	Today, 4:44 AM	Analysis completed
Thomas (641790)	13m 55s	18	troubleshooting login issue		Yesterday, 10:02 PM	Today, 3:00 AM	Today, 4:02 AM	Analysis completed
Scarlett (686821)	16m 45s	18	Inquiring about order status		Yesterday, 10:02 PM	Today, 3:00 AM	Today, 4:40 AM	Analysis completed
Gianna (264272)	9m 3s	14	changing order details		Yesterday, 10:02 PM	Today, 3:00 AM	Today, 4:48 AM	Analysis completed

Why Can't I Uncover the True Call Drivers in My Current Platform?

You're juggling customer demands, C-suite cost control, and agent retention—all while dealing with data blind spots. If you can't quickly and accurately find out why customers are calling, you can't fix the underlying issues.

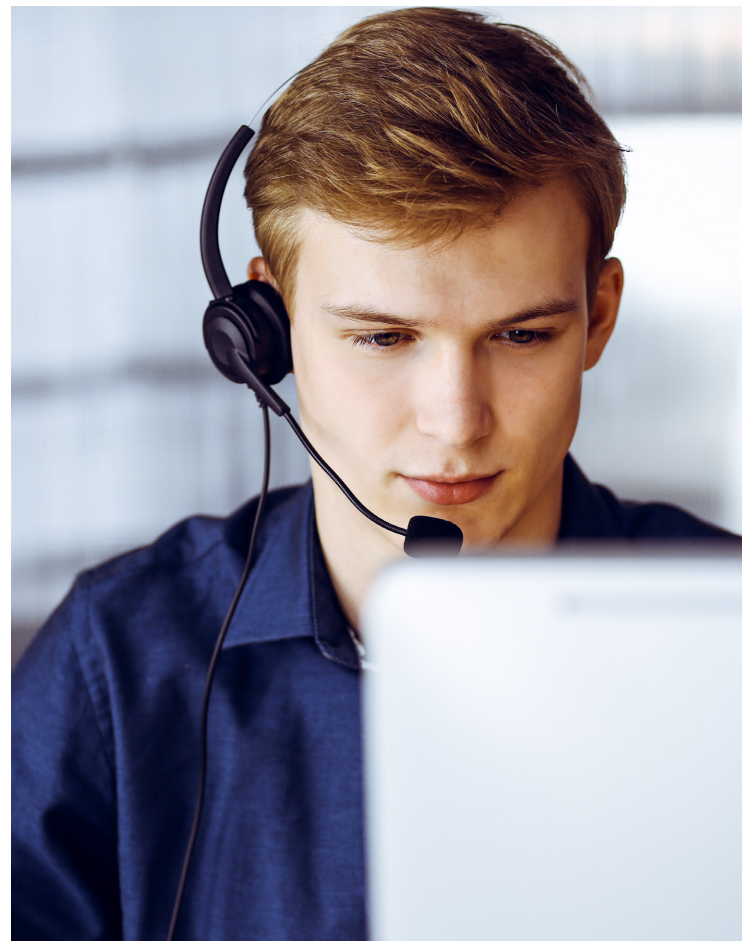
The roadblocks to true operational insight are clear:

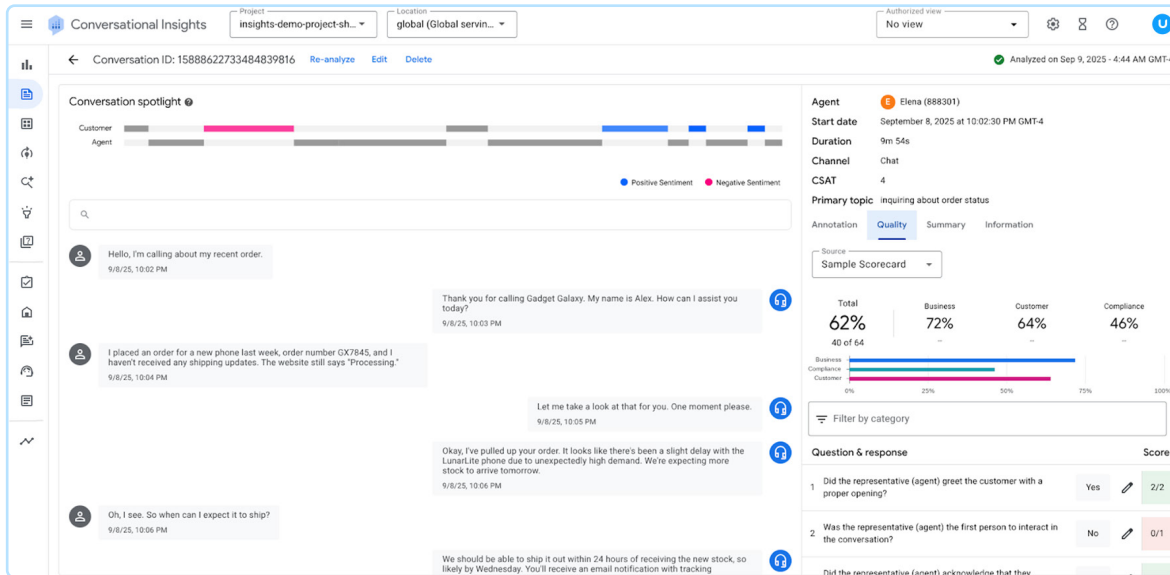
- **Siloed Conversation Data:** Your conversations live in one system, but your analytics tool is bolted on somewhere else. This creates data fragmentation, making it impossible to get a holistic view of the customer journey and turn data into real-time action.
- **Manual Customer Satisfaction (CSAT) & Quality Assurance (QA):** Relying on manual sampling for CSAT and QA is time-consuming, expensive, and only captures a tiny fraction of your total interactions. This leaves compliance risks unchecked and service representative pain points undiscovered.
- **Reactive Operations:** Without deep, topic-level insights, you're stuck in a reactive loop. Reacting to issues only after they become a problem risks customer churn and increases your cost per contact.

The True Cost of Inefficient Operations

The gap between top-performing contact centers and the rest is widening. Failing to act on conversation data directly impacts your core operational metrics:

- **Average Handle Time (AHT) Reductions:** The top performers see 15–30% faster AHT.
- **First Contact Resolution (FCR) Rates:** Leaders are achieving 85%+ FCR.
- **Agent Turnover:** The best teams are reducing agent turnover by 40%–60%.





UJET Conversational Insights: Your Blueprint for Optimization

UJET Conversational Insights is a solution that transforms unstructured conversational data into the structure you need to make confident, data-driven decisions.

This solution is available as a tightly integrated feature within the UJET CCaaS platform or over-the-top of any third-party CCaaS platform, providing you with flexible options to gain immediate insights.

- **Advanced Topic Modeling:** Leveraging Google's industry-leading Conversational AI and Large Language Models, the solution automatically creates a taxonomy of conversation drivers, helping you quickly identify investment areas and self-service opportunities.
- **CSAT:** Dive into your conversational data and automate customer satisfaction scoring for every customer interaction, so you always have a full view of how your business is performing, without having to ask customers to fill out surveys. This provides a complete understanding of service representative and Virtual Agent quality at scale.

- **Sentiment Analysis and Smart Highlights:**

Using Natural Language Processing, Conversational Insights captures customer and agent sentiment, identifies key topics, and scores them. Smart highlighting captures critical moments like when customers complain or ask for a supervisor.

- **Cross-Channel Data Analysis:** Conversational Insights analyzes data from across the customer journey—including virtual and live agent interactions—to empower teams to reduce wait times and optimize operations.



UJET BPO Customer: Cost Savings and a Boost in NPS

By leveraging UJET Conversational Insights, a UJET BPO customer achieved tangible results by acting on the data-driven insights.

15% Cost Savings

Identified and implemented optimizations that resulted in a 15% reduction in costs for their clients.

8-Point NPS Improvement

The optimizations also led to an 8-point improvement in Net Promoter Score (NPS).

Uncovered Opportunities

Used Conversational Insights to identify areas for optimization.

For more information on transforming your CX, request a demo at uJet.cx