UJET: The Platform for CX Excellence

Don't just improve efficiency. Deliver real business value.

You know that improving operational metrics like AHT and FCR isn't enough. Your C-suite cares about business impact, not just contact center efficiency. They demand improvements in Customer Satisfaction (CSAT), Net Promoter Score (NPS), and Customer Lifetime Value (CLV). But with a widening performance gap between leaders and the rest, how do you get there?

Performance Gaps are Widening, Not Shrinking

+24% higher CSAT. Top 10% achieve 92% vs. 68% average.

+40% better customer retention among leaders.

+35% higher customer lifetime value among leaders.

Are These Challenges Holding You Back

- **Data Silos:** Agents are constantly switching between multiple apps—CRM, ticketing, knowledge base, etc.—just to help one customer. This friction slows down your team and frustrates customers.
- **Fragmented Experiences:** When customers have to repeat their story and authenticate themselves with every transfer, it's a frustrating experience. This leads to poor CSAT, abandoned interactions, and longer handle times.
- **Reactive, Not Proactive:** Are you only solving problems after a customer has been frustrated? Without real-time data and insights, you're always playing catch-up, risking churn and losing customers to the competition.

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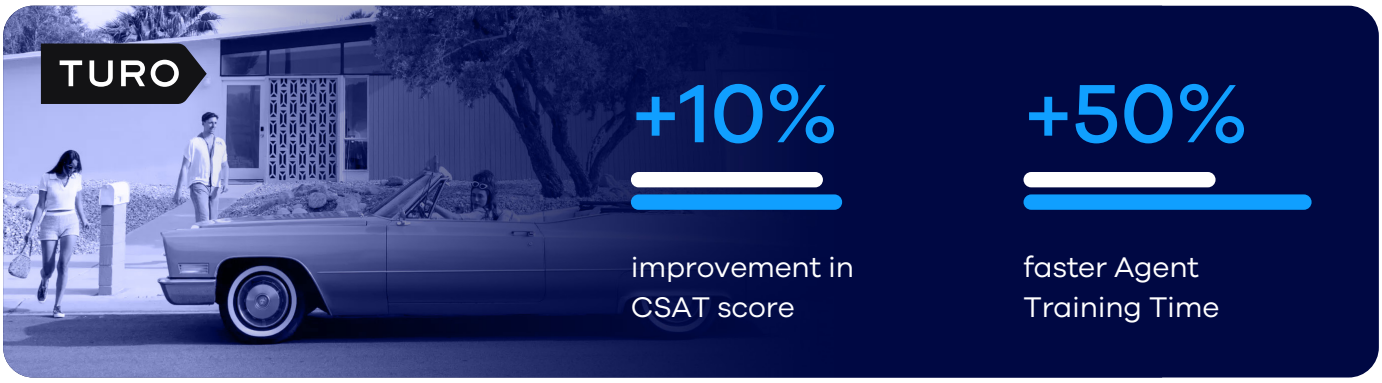
The UJET Promise

- **The Industry's Only Real-time Data Exchange:** UJET is the only platform that writes customer data, transcripts, and interaction details directly to your existing CRM in real time. Agents get a unified view and full customer context, and your CIO gets peace of mind with improved PII storage and security in your existing system of record.
- **Seamless Multimodal and Omnichannel Interactions:** Give customers the power of channel choice with UJET's multimodal and omnichannel platform. Whether they are on voice or text channels, empower them to share photos, videos, or screen-share to show an issue, with full context—including metadata from their device—following them through every channel pivot and transfer. No more repeating information.
- **Real-time Data, AI Assistance, and Analytics:** Stop waiting for problems to happen. UJET's real-time data and built-in AI empower agents with live sentiment, coaching, and next-best-action guidance. With proactive outbound interactions and real-time dashboards, you can solve problems before customers even know they exist.

Real Results from Real Customers



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