

G2 Summer 2025 Contact Center Operations Report

**UJET is the Leading Product in
User Satisfaction for Contact
Center for 21 Quarters in a Row!**



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When researching to buy a product or service, order delivery, or book a vacation, customers trust online review sites that offer unbiased opinions from real-world customer experiences. When you're looking to start a partnership with a new vendor, you want to do the same. What are other companies in your industry using, what experiences are they sharing, and what are some pros and cons?

G2 is a "tech marketplace" where users review and offer feedback about the products and solutions they use. Instead of relying on a tsunami of ads, G2 offers authentic reviews and ratings where stakeholders decide on their next product partner. G2 has recognized UJET as a Leader in Contact Center Operations Software in its Summer 2025 report.

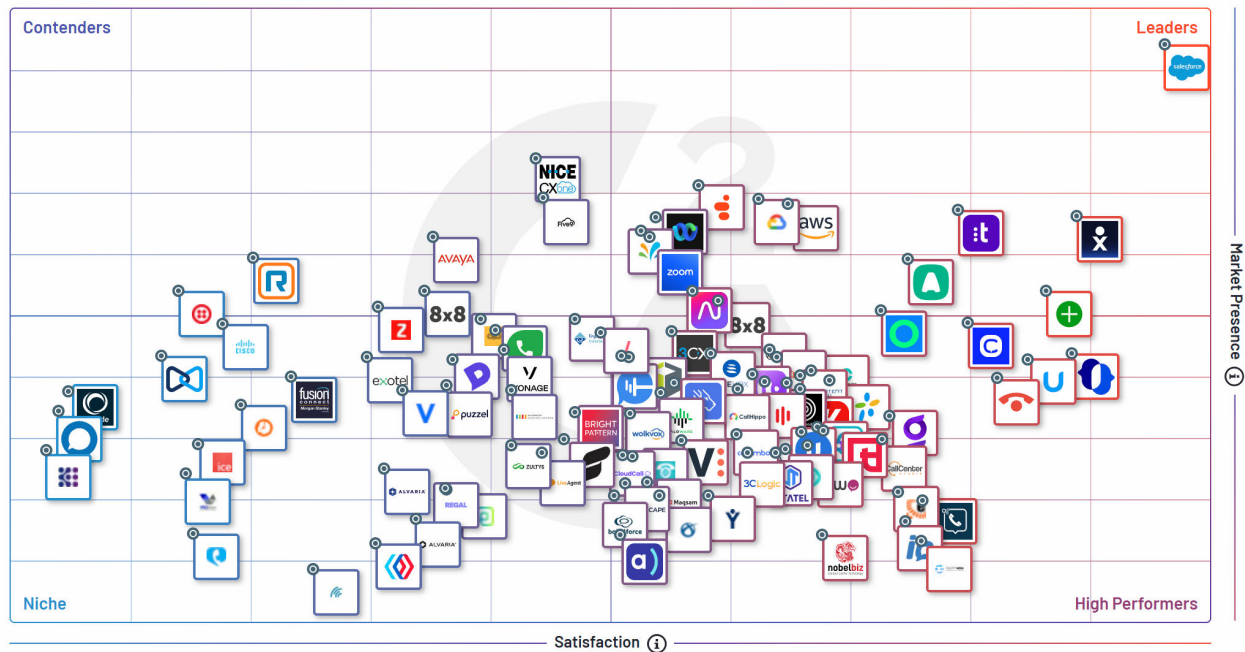
What is Contact Center Operations Software?

G2 defines Contact Center Operations Software as "software [that] provides business with the capabilities necessary to run a customer contact center." To be included in G2's report, products must:

- Distribute incoming calls or manage phone number assignments for outbound centers
- Provide the infrastructure for call management, placement, and monitoring
- Enable managers to track and monitor calls
- Include the following features: automatic call distributor, universal communications, interactive voice response, universal queue management, and/or computer-telephony integrations
- Supply additional features that assist call center representatives such as speech analytics, call routing, and automatic dialing
- Integrate with other contact center software to offer comprehensive feature coverage for call centers if features are not provided natively

The G2 Summer 2025 Contact Center Operations Grid® Report represents the voice of actual product users instead of "the subjective opinion of one analyst."

UJET is a Leader in Contact Center Operations



UJET is ranked among the high performers and leaders with a market presence.

Grid Scoring is split into four categories.

Leaders: highly rated by G2 users and have substantial Market Presence Scores

High Performing: high Customer Satisfaction scores and low Market Presence compared to the rest of the category

Contenders: have relatively low customer Satisfaction scores and high Market Presence compared to the rest of the category

Niche: have relatively low Satisfaction scores and low Market Presence compared to the rest of the category

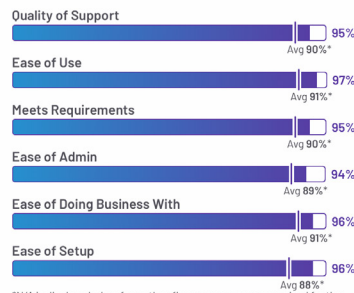
Products shown on the Grid® for Contact Center Operations have received a minimum of 10 reviews/ratings in data gathered by May 27, 2025. Products are ranked by customer satisfaction (based on user reviews) and market presence (based on market share, seller size, and social impact) and placed into four categories on the Grid®

How Does UJET Rank?

UJET has been named a Leader based on receiving a high Customer Satisfaction score and having a large Market Presence. UJET received the highest satisfaction score among products in Contact Center Operations. 98% of users rated it 4 or 5 stars, 97% of users like its ease of setup, and users said they would be likely to recommend UJET at a rate of 93%.

UJET is also in the Telecom Services for Call Centers and Live Chat categories.

Satisfaction Ratings



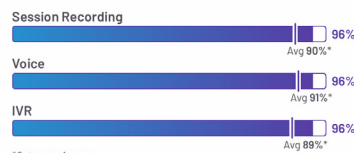
*N/A is displayed when fewer than five responses were received for the question.

Top Industries Represented



Consumer Services	204
Telecommunications	67
Outsourcing/Offshoring	64
Food & Beverages	42
Information Technology and Services	34

Highest-Rated Features



*Category Average

Lowest-Rated Features



See How UJET Stands Out Against the Competition

User Satisfaction Reviews

	 UJET	 Five9	 NICE	 Genesys Cloud CX	 Talkdesk
Star Rating	★★★★★ 1,070 reviews	★★★★☆ 512 reviews	★★★★★ 1,638 reviews	★★★★★ 1,386 reviews	★★★★★ 2,432 reviews
Ratings					
Ease of Setup	96% Responses: 227	79% Responses: 242	79% Responses: 319	63% Responses: 420	67% Responses: 759
Quality of Support	96% Responses: 627	82% Responses: 324	84% Responses: 881	78% Responses: 672	88% Responses: 1228
Has the product been a good partner in doing business?	96% Responses: 177	86% Responses: 226	82% Responses: 321	84% Responses: 408	88% Responses: 679
Meets Requirements	94% Responses: 663	84% Responses: 334	87% Responses: 824	84% Responses: 592	89% Responses: 1390
Ease of Use	96% Responses: 663	84% Responses: 339	87% Responses: 862	88% Responses: 593	91% Responses: 1394
Ease of Admin	93% Responses: 177	81% Responses: 224	83% Responses: 323	84% Responses: 413	88% Responses: 687
Email	96% Responses: 422	78% Responses: 130	85% Responses: 332	83% Responses: 206	88% Responses: 512

Hear What Our Customers Are Saying

“ I like that UJET’s platform is user-friendly and very easy to use. It also has a very effective interface. It makes my job and interacting with customers very convenient. UJET makes it possible to support customers easier.

– Customer Service Representative, Enterprise

“ What I like most about using the UJET platform is that it is easy to use and user-friendly. The interface is very light, which means it is very easy to navigate. It helps me provide the best customer service even under pressure day to day.

– Enterprise Rep

“ Our company recently moved to UJET and the service that they offer has been great. The clarity of the conversation that our agents get with members is so different than other companies we have used in the past, plus they offer room to grow. Many other companies that are out there say they will support you, but UJET has stepped up and been with us each step of the way with exceptional support that can be on call when your business needs it.

– Consumer Services, Mid-Market

“ UJET is user-friendly, fast, and reliable. There is an ease of implementation, with a number of features, and ease of integration, which is nice.

– Customer Service, Mid-Market



About UJET

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](https://ujet.cx)