

G2 Summer 2026 Contact Center Operations Report

**UJET is the Leading Product in
User Satisfaction for Contact
Center for 6 Years 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 2026 report.

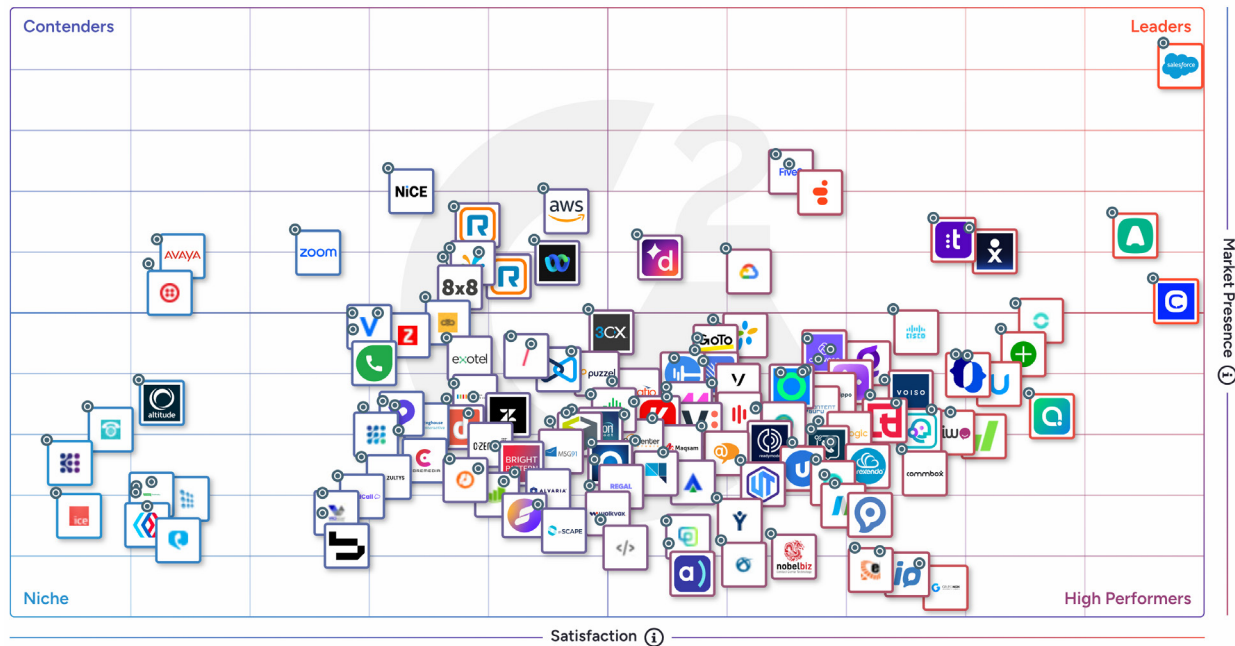
What is Contact Center Operations Software?

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 2026 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

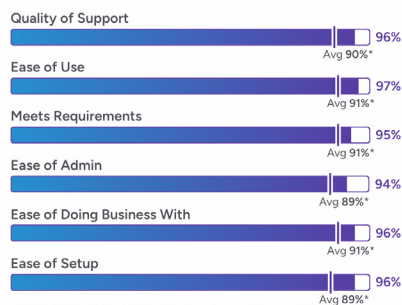
Niche: have relatively low Satisfaction scores and low Market Presence compared to the rest of the category

Products shown on the Grid® for Contact Center Operations have received a minimum of 10 reviews/ratings in data gathered by April 28, 2026. 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



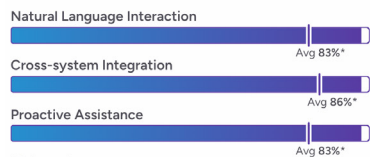
*N/A is displayed when fewer than five responses were received for the question.

Top Industries Represented



Consumer Services	214
Telecommunications	78
Outsourcing/Offshoring	77
Food & Beverages	42
Information Technology and Services	35

Highest-Rated Features



*Category Average

Lowest-Rated Features



See How UJET Stands Out Against the Competition

User Satisfaction Reviews

	 UJET	 Five9 Intelligent Cloud Contact Cent...	 NICE CXone	 Genesys Cloud CX	 Talkdesk
Star Rating	★★★★★ 1,129 reviews	★★★★★ 611 reviews	★★★★★ 1,730 reviews	★★★★★ 1,547 reviews	★★★★★ 2,504 reviews
Ratings					
Ease of Setup	90% Responses: 277	80% Responses: 310	79% Responses: 300	84% Responses: 454	88% Responses: 808
Quality of Support	93% Responses: 676	83% Responses: 395	83% Responses: 671	79% Responses: 639	88% Responses: 925
Has the product been a good partner in doing business?	93% Responses: 177	83% Responses: 274	82% Responses: 360	85% Responses: 499	88% Responses: 908
Ease of Use	90% Responses: 713	85% Responses: 432	87% Responses: 544	88% Responses: 667	90% Responses: 1444
Meets Requirements	94% Responses: 712	85% Responses: 406	85% Responses: 534	85% Responses: 659	88% Responses: 1438
Ease of Admin	94% Responses: 177	81% Responses: 272	82% Responses: 363	85% Responses: 467	88% Responses: 708
Mobile Access	91% Responses: 464	72% Responses: 47	71% Responses: 27	78% Responses: 101	78% Responses: 352
AI Text-to-Speech	93% Responses: 172	82% Responses: 58	70% Responses: 46	79% Responses: 49	85% Responses: 382
Email	95% Responses: 443	75% Responses: 171	85% Responses: 348	85% Responses: 240	85% Responses: 548
Mobile SMS	93% Responses: 404	74% Responses: 169	83% Responses: 294	83% Responses: 207	83% Responses: 517
Web Chat	95% Responses: 462	79% Responses: 169	85% Responses: 350	85% Responses: 241	85% Responses: 525
Reporting & Dashboards	95% Responses: 154	81% Responses: 78	87% Responses: 30	85% Responses: 190	85% Responses: 154

Hear What Our Customers Are Saying

“ I like UJET because it makes handling customer interactions smoother and more efficient, especially in a fast-paced support environment. From my perspective working in a BPO setup, the platform brings everything from calls, chats, customer details, and interaction history into one place. This saves a lot of time and reduces the need to switch between multiple tools. It also helps me provide a more personalized experience for customers, since all the relevant information is easy to access during each interaction. Overall, UJET boosts productivity while keeping the workflow more organized and less stressful.

– User, Mid-Market

“ I like UJET because the platform is versatile and includes features that help reduce our workload across email, chat, and especially calls. I also appreciate how well it integrates with the other tools we use, which makes our overall workflow more efficient. We use the platform all the time because it's easy to navigate. The functions are straightforward to pick up through self-exploration, and it doesn't require any formal training.

– User, Enterprise

“ UJET is the best for being user-friendly. It has a lot of features that make call interaction better. It syncs well with the other tools we have that makes the workload easy. It is very efficient for our daily work as it offers functions that can modify the way you want to handle the call, email or even chat.

– Contact Center User in Enterprise

“ After using UJET for an extended period, I remain very satisfied with the platform. The call quality and 99.9% uptime continue to be the backbone of my customer support, ensuring that technical glitches never get in the way of a good conversation. The web portal is still a breeze to navigate for account management, and the support team remains a top-tier resource when I need technical guidance.

– User, Mid-Market



About UJET

UJET leads the way in AI-powered CX transformation, delivering a future-proof, cloud platform that redefines the customer experience with advanced agentic AI, multimodality, and a mobile-first approach. We infuse agentic AI across every aspect of the customer journey – from build and deployment, to end-customer, agent, and supervisor experiences – to drive automation and efficiency. UJET’s AI solutions empower agents, optimize customer journeys, and elevate customer interactions with actionable analytics. Built on a cloud-native architecture, UJET ensures unmatched security, scalability, and prioritized data analytics. 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](https://ujet.cx)