

UJET: The Foundation for High-Performing Contact Centers



Customer, C-Suite, and Agent Demands... Oh My!

Life as a contact center manager is challenging - a never-ending battle between balancing the needs of your customers and the demands of your c-suite, all while trying to improve the agent experience.

How are Leading Contact Center Managers Performing?

15-30% faster Average Handle Time



+85% achievement rates for First Contact Resolution



40-60% higher agent retention rates



+80% engagement on agent satisfaction scores



The Roadblocks to Operational Excellence

- **Fragmented Agent Desktops:** Agents are forced to switch between multiple apps to handle a single interaction, increasing Average Handle Time (AHT) and causing fragmented, frustrating experiences for customers.
- **The “Repeat” Problem:** Customers hate repeating themselves. When transfers happen—from bot to live agent—agents often lack full history, forcing them to ask for information the customer already provided. This kills customer satisfaction and extends resolution times.
- **Unprepared Agents:** Outdated training and a lack of real-time support leave agents feeling unequipped to handle complex issues, leading to a dip in confidence and performance.
- **Inefficient, Manual Workflows:** Legacy systems force agents to perform manual tasks that should be automated, keeping them focused on process rather than solving customer problems.

The Path to Operational Excellence with UJET

- **Eliminate App & Data Sprawl:** UJET provides a single, intuitive workspace that combines all your critical customer and business tools. Whether in our native desktop app or our CRM adapter, agents have instant access to the information they need, when they need it, reducing AHT and boosting productivity.
- **Empower Agents with Full Context:** Give your agents complete interaction history and real-time sentiment analysis, so they never have to ask a customer to repeat themselves. With SmartActions, customers can use existing smartphone biometrics for authentication, creating a frictionless and secure experience.
- **Boost Agent Performance with AI:** Our built-in AI tools provide real-time coaching and next-best-action guidance. With automated post-interaction summaries, agents spend less time on manual tasks and more time building relationships and solving customer issues.
- **Troubleshoot Faster with Screen Share:** Empower agents to collaboratively browse and take control of customer devices/screens to assist in real time. This eliminates guesswork and provides agents with a visual understanding of the problem, leading to reduced AHT and higher First Contact Resolution.

Real Results from Real Customers

