

UJET FOR TRAVEL & HOSPITALITY

Help Your Guests Make Lasting Memories



Whether your business is a hotel, casino resort, restaurant & bar, a tour company, or even transportation services such as airlines, cruises, and rental cars, your guests are expecting you to provide meaningful moments that they can share with family and friends.

Star ratings and reviews are critical metrics, and they are driven by guest experience. Build guest loyalty and design frictionless customer experiences across your brands with the mobile cloud contact center platform built for the travel and hospitality industry.

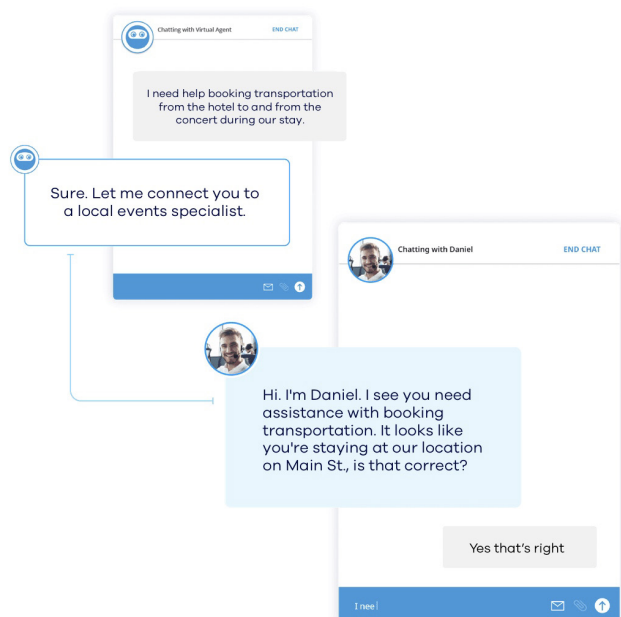
Use AI to Drive Loyalty Across Your Brands

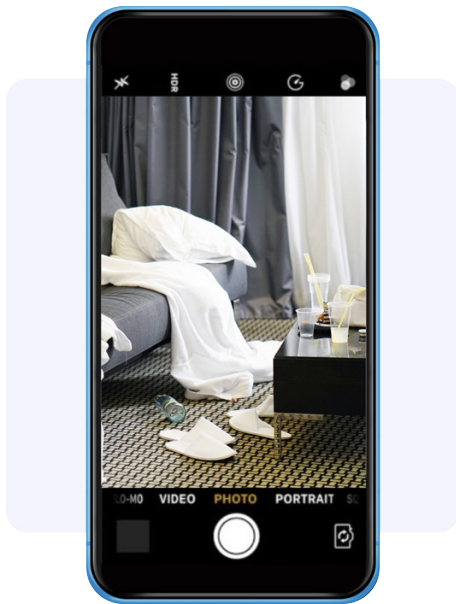
Drive customer loyalty and create unforgettable memories for your guests by making the support experience as easy as possible. Agents can work faster and fulfill guest requests more efficiently using UJET Agent Assist to transcribe calls in real-time and even summarize conversations for easy follow-up, inform future agents working on the account, and improve the overall customer experience.

UJET's flexible and customizable Virtual Agent takes care of simple requests like changing a reservation or adding a new credit card, freeing up more time for your agents to deal with more complex issues. If the guest needs to speak to a human agent, the Virtual Agent can collect information before transferring the call to the correct department.

UJET Virtual Agent can help your guests:

- Make a hotel or restaurant reservation
- Change or cancel a reservation
- Redeem loyalty points for travel
- Check point balances and rewards statuses
- Open a new loyalty account





Design Seamless In-App Experiences

UJET's best-in-class iOS and Android SKDs allow you to embed voice and chat into your app for dynamic routing and other channel steering operations managed by your customer service team. The iOS and Android SDK each add just 8 MBs of data to your App Store download, allowing you to stay below Wi-Fi required download sizes.

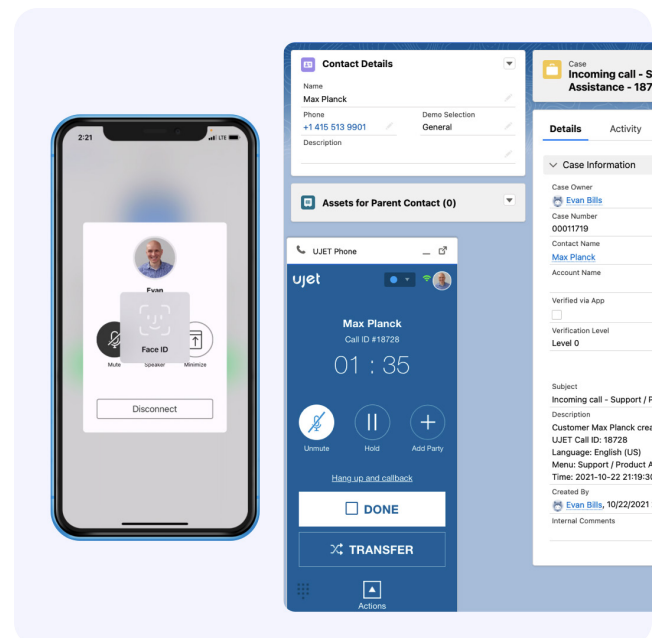
When a guest contacts you using their smartphone, UJET reads and writes their device's metadata directly to the CRM, including the guests' location and their last action in your app, and sends it to the agent along with their message. Agents can use UJET SmartActions to quickly verify callers and collect info, photos, and video during an interaction or while the customer is waiting to be connected.

Make the Customer Support Experience Delightful

UJET enables you to create delightful customer experiences on the channels your guests are accustomed to using, including Voice, SMS, and in-app messaging. Shorten wait times and enhance guest interactions by collecting information via SMS, multimedia, and in-app data while your customers are on hold.

Customers can utilize the full capabilities of their smartphones during interactions with your agents by verifying themselves with Face ID, sending a secure payment, and sharing photos and video of their travel itinerary, ticket, or receipt before or during the interaction. Blend channels as needed, and go from messaging to a phone call, without losing context or asking the customer to repeat themselves.

UJET features the industry's only real-time data exchange with the CRM, so you'll always have a single source of truth and future agents will be able to get up to speed quickly and provide fast, personalized service.



The World's Most Secure CCaaS Platform

Storing sensitive customer information on third-party platforms is a liability for you and for your guests. Avoid the risk of a data breach by partnering with the industry's premier security-focused CCaaS platform. UJET records the entire customer journey to your CRM, eliminating storage of sensitive customer data in the contact center.

UJET has an experienced Security and Privacy team to ensure that you and your guests' PII is secure. By never storing personally identifiable information, UJET enables you to meet challenging data protection regulations across the globe. As a proactive measure, we go beyond what's required and maintain the world's most demanding security and privacy certifications on your behalf, including HIPAA, SOC 1



Trusted by Innovators in Travel & Hospitality



Consumers have evolved. Your contact center should, too.

UJET is the world's first and only cloud contact center platform for smartphone era CX. By modernizing digital and in-app experiences, UJET unifies the enterprise brand experience across sales, marketing, and support, eliminating the frustration of channel switching between voice, digital, and self-service for consumers. Offering unsurpassed resiliency and the flexibility to deploy across leading public cloud infrastructures, UJET powers the world's largest elastic CCaaS tenant at up to 22,000 agents globally, and is trusted by innovative, customer-centric enterprises like Instacart, Turo, Wag!, and Atom Tickets to intelligently orchestrate predictive, contextual, conversational customer experiences.

Learn more at ujet.cx/travel-and-hospitality



"UJET helps make my job effortless. It's easy to use, and this allows me to focus more on ensuring that I provide the highest level of customer service and improve on exceeding customer expectations."

Sibhekokuhle N.
Customer Service Representative