

UJET and HubSpot: The Ultimate CX Transformation Engine

Attract, Engage, SUPPORT, and Delight Your Customers

HubSpot's Customer Platform is a powerful engine for sales and marketing, and service teams, providing an all-in-one hub for attracting, engaging, and delighting customers. But what if you could take it a step further?

With UJET's CCaaS platform, HubSpot becomes more than just a platform for customer engagement—it transforms into a true Experience Center. It becomes the central hub for servicing and supporting customers, allowing you to stop focusing on resolving tickets and start building loyalty, driving revenue, and deepening customer connections.

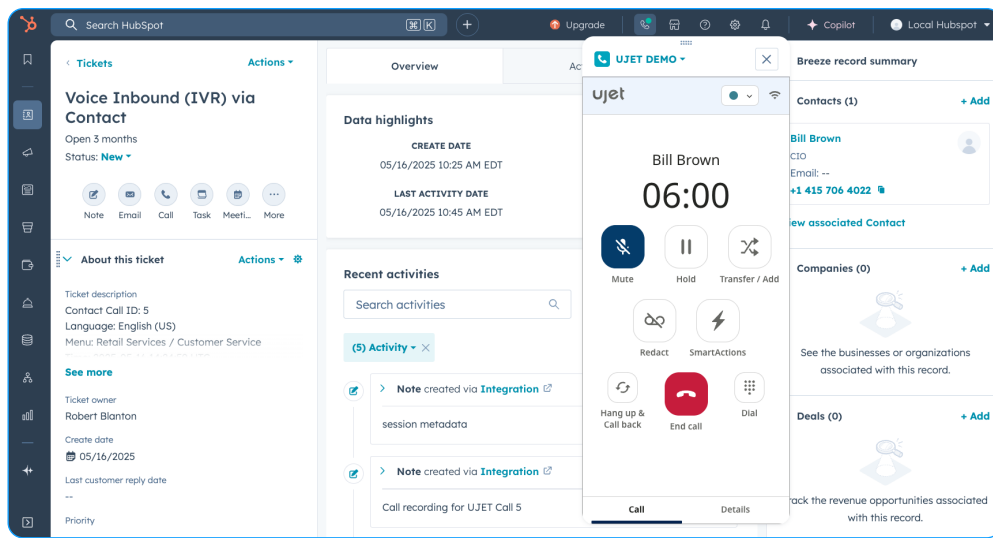
The Roadblocks to Operational Excellence

- **Siloed Channels & Customer Data:** Customers expect seamless CX, with fast and accurate responses. Failing to deliver can be costly, with an estimated \$3.7 trillion annually at risk globally due to bad customer experiences.
- **Technology Lag:** Keeping up with new tech like AI, automation, and workforce management can be a constant, expensive challenge. Outdated systems lead to longer handle times, inconsistent service, and frustrated agents.
- **High Agent Turnover:** Contact centers face significantly higher turnover rates than other industries, often between 30% and 45% annually.

The cost to replace a single agent can be staggering, estimated at \$10,000 to \$20,000, not to mention the impact on customer experience.

Unlock Brilliant CX with UJET's HubSpot Integration

HubSpot is a valuable CRM, but specialized contact centers environments require specialized tools and capabilities. If you've invested in HubSpot for marketing, sales, and CRM, you can maximize that investment and transform it into an end-to-end Experience Center with UJET.



Supercharging HubSpot with UJET



CRM-first Architecture

Embed UJET into HubSpot; no PII stored. Real-time data gives agents a complete customer view to improve FCR, AHT, and CSAT.



Seamless Voice Experiences

Advanced voice tools route customers to the right agent, cutting wait times by up to 50%.



Mobile-Centric CX

Use biometrics, in-app voice, and secure media sharing for fast, contextual interactions.



Advanced AI & Automation

AI-driven virtual agents, real-time coaching, sentiment analysis, and smart routing.



Actionable Analytics

Dashboards and insights to improve customer experience and operational efficiency.



Intelligent Workforce Management

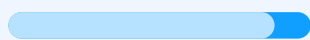
Real-time forecasting, scheduling, and adherence monitoring in one simple platform.

Real Results from Real Customers



Before UJET, Capital on Tap was struggling with long hold times and inconsistent SLA metrics and they wanted to get the most out of their investment in HubSpot while still transforming their CX. After implementing UJET, they:

12%



reduced average hold time

Increased SLA delivery rate from 88% to

92%

Raised CSAT rating from 4.4 to

4.6