



Keep the humans. Cut the software.

UJET AGENTIC EXPERIENCE ORCHESTRATION (AXO)

The end-to-end CX platform with persistent AI across the customer journey.

The problem was never the agent

The industry spent a decade treating people as the problem with CX: they were more than half the cost of running a customer experience center, they churned frequently, and they were expensive to replace. To solve this, AI vendors pushed bots, assistants, and bolt on solutions to a stack that was already fragmented.

Customers still repeat themselves. Agents still bridge 4-10+ disconnected systems to answer a customer inquiry. AI applications struggle because the surrounding architecture cannot provide complete context or governed automation.

The subtraction economy

UJET's AXO platform takes a different approach. Instead of adding another bolt on layer, it creates value by consolidating and eliminating back office applications, minimizing integration work, and shrinking the number systems required to serve a customer.

The result is a simpler architecture, a smaller software bill, and more time for humans to do the work that requires empathy, judgement, and trust.

WHY CHANGE NOW

40%

of agentic AI projects are predicted to be canceled by the end of 2027.

Gartner, 2025

~275

SaaS applications are managed by the average organization.

Zylo, 2025

\$3.8T

in global sales is at risk from poor customer experiences.

Qualtrics XM Institute

14 pts

revenue-growth advantage for CX leaders over laggards.

Forrester CX Index

One platform. Every system, orchestrated.

Persistent AI intelligence connects conversations, data, human judgment, and automation.

What AXO brings together



Persistent AI layer. Maintains context across the journey instead of resetting at every handoff.



Unified agent workspace. Presents live context, guidance, summaries, and actions in one experience.



Computer-Using Agents. Execute multi-step work in connected tools, including systems without modern APIs.



Variable AI. Tunes autonomy by customer, intent, complexity, and risk, from Assist to Hybrid to Full.



Governed playbooks. Turn business rules into repeatable workflows instead of open-ended automation.



Continuous improvement. Uses outcomes, sentiment, quality signals, and feedback to improve future interactions.

How it works in a conversation

1

Understand

Assemble history, intent, sentiment, and enterprise context.

2

Decide

Apply governed playbooks and the right level of AI autonomy.

3

Act

Complete work across systems while the conversation is still happening.

4

Hand to a human

Bring in a person with the full context intact.

5

Learn

Feed outcomes back into intelligence, coaching, and playbooks.

The subtraction path

AXO is designed to remove complexity in deliberate phases, with Spiral as the on-ramp.

1

SPIRAL

Conversational analytics

2

QM

Quality management

3

WFM

Workforce management

4

TICKETING

Case Management

How AXO delivers value

- **Software.** Categories and contracts retired.
- **Resolution.** FCR, repeat contacts, and time to action.
- **Operations.** Shorter handle times, more accurate answers, less after-call and administrative work.
- **Growth.** SAT, loyalty, retention, and lifetime value.

Turn the contact center into an Experience Center.

Build a revenue engine around better conversations, simpler architecture, and persistent AI.

ujet.cx/axo