Executive Overview

- Founded: 2015, with 2x growth every year

- HQ: San Francisco, CA

- Employees: 150+

- UJET's 3x active architecture is the trusted CCaaS provider for many of the world's most loved brands, including a single customer tenant with 22,000 agents globally

- UJET is the exclusive OEM partner for Google CCaaS, is one of just a few CCaaS vendors on the GCP Marketplace, and the only full-stack CCaaS vendor on Google Cloud.

Product & Service Offerings

Contact Center as a Service (CCaaS)

- Real-Time Data Exchange, direct read/write to CRM/EHR

    - Salesforce, ServiceNow, Zendesk, Oracle, Microsoft Dynamics, Kustomer, CRMnext, SAP, HubSpot, freshworks, Spinsci

- Self Service & Virtual Agents:

    - Conversational IVA

    - Voice Virtual Agent

    - Chat Virtual Agent

- Intelligent Omnichannel

    - Voice (PSTN)

    - Callback

    - Chat

    - Email

    - SMS

    - Social /Messaging

    - AI Steering & Intelligent Routing

    - Outbound Voice /Digital Inbound /Outbound blending

- Mobile & Multimodal CX

    - Mobile SDK

- Native Agent App

- In-App Voice

- Web Messaging

- Co-browse

- SmartActions (Patented)

- Pre-Session SmartActions

- Biometric Authentication

- Device Data/Metadata

- Visual IVR

- Agent AI & Automation

  - Voice Agent Assist

  - Chat Agent Assist

  - Virtual Task Assistant

  - Summarization

  - Automated Wrap-up

  - Real-time chat translation

- Reporting & Analytics

  - Real-time & Historical Reports

  - Custom Dashboards & Reports

  - Drag-and-Drop Report Builder

  - Detailed Call, Chat, Agent Data

  - KPI Monitoring & Alerting

  - Trend Analysis

  - AI-Powered Insights & Analysis

- Implementation and Customer Success Management/Support

- Workforce Management (WFM)

  - Native WFM

- Call Recording

- Screen Recording (Partner /Roadmap)

- Speech & Text Analytics

- Predictive Forecasting

- QM (Partner /Roadmap)

- Automated Conversation Scoring

Sales Engineer Take On Best Fit

Ujet is a CCaaS vendor tightly aligned with Google. It can be purchased through the Google Marketplace, which reduces a customer's Google cloud spend requirements. It was one of the first to feature a mobile SDK that embeds voice/video/messaging APIs into a customer's mobile apps to faciliate customer support.
John Paullin - Field Sales Engineer UCaaS, CCaaS

Key Features & Differentiators

Real-time Data Exchange: *In a time when data is the common factor for privacy, resilience, and intelligence, UJET's real-time data exchange is an important differentiator:*

- **Privacy**: No personally identifiable information is stored in the UJET application (PII, HIPPA, etc), making it easier for brands to mitigate security & compliance risk and protect their internal and external stakeholders.

- **Resilience** – UJET's architecture is replicated across 3 different GCP zones at the data, application, and PSTN level, giving brands peace of mind knowing that their communication channels with their clients is resilient. Our real-time endpoint monitoring of call quality empowers businesses to deliver the highest level of call quality for their voice channels, regardless of where their agents are sitting.

- **CRM Data Unification** - By reading/writing directly to the customer's CRM/EHR, agents have full contextual awareness of the customer journey. This drives a modern, unified, seamless experience through our intelligent orchestration engine, coupled with our Virtual Assistant (powered by Google dialogflow). Since there is not yet another database to manage, businesses can set themselves up for success for building and deploying conversational AI to deflect common and repetitive tasks so Agents can focus on more complex issues.

Google Relationship

- UJET is the exclusive OEM CCaaS solution for Google Contact Center customers. Google powers the underlying AI woven throughout the UJET solution.

- Google customers can draw down their spend commit when UJET is purchased through the GCP Marketplace.

Digital-First Design

- **Mobile SDK** - Seamless in-app experience, which can be coupled with voice while staying in-app, or if there are bandwidth issues, it can be seamlessly handed off to a regular voice call. Keeping in app gives the

customer a much richer set of data.

- **Smart Actions** – Communicate visually and contextually by allowing agents to request photos, videos, screenshots, and text input that consumers provide directly from their smartphone. Authenticate users using Smartphone biometric and pin security.

- **Embeddable CX** – Consumers can access all channels, visually navigate the IVR menus, make payments and more, without ever leaving the app - leading to a more seamless and unified customer experience.

Implementation & Support

- Customer-focused, channel-first.

- Recognized by G2, Aberdeen, CX Today, and other industry leaders, UJET consistently ranks for ease of use, reliability, and best overall customer experience (CX) solution.

Top Industries Served

- Financial Services
- Healthcare
- Insurance
- Retail & Consumer Products / eCommerce

Ideal Customer Profile

Our Ideal customers are high-volume B2C and B2B contact centers with $500M+ in Annual Enterprise Revenue, an enterprise-grade CRM in-house (such as Salesforce, Zendesk, Freshdesk, Oracle, Kustomer, or Dynamics) and focused on delivering modern sales, service, and support to digital and mobile-centric customers at scale.

Qualifying & Technical Questions

- Are you a Google customer? Do you have a spend commit?

- As a company, what channels are your customers using most to interact with you? Where do you feel the gaps are? As an organization, how do you see that changing or evolving over the next 12 months and beyond?

- What are the top drivers bringing communications into your contact center (i.e., password reset, FAQs, order status, etc.)? Do you have visibility into why people are calling?

- What does your self-service strategy look like today? What would be the ideal?

- What are the biggest areas of friction for your customers today? What level of

visibility do you have into where customers are experiencing friction?

- What are the most costly customer journeys in your current state? Do you have visibility into which channels are causing the most pain?

- What applications do your agents live in? Is everyone using the same customer relationship management system?

- What key metrics are you focused on? What tools and processes are you using to understand root cause?

- What performance metrics are your agents evaluated on?

- What is your single source of truth for data?

- How long is your agent onboarding process?

- What performance metrics are your agents evaluated on?

- What happens if there is an outage preventing your customers from reaching your support channels?

- Are you taking payments in the contact center? What does that process look like today? What would be your ideal state?

- How do you ensure that customer inquiries are handled efficiently and effectively across all channels?

- What technologies do you currently use to manage your contact center operations? And how many?

- What is your level of comfort with AI and what it can do for companies?

- How closely aligned are your contact center operations to your strategic initiatives?

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