



ujet

## CCaaS 3.0

Unified CX for the Smartphone Era

# UJET | CCaaS 3.0

Predictive, contextual, conversational CX



## **Purpose-Built for the CRM**

Single source of truth for the customer journey



## **Embeddable Experience**

Modern CX for the smartphone era



## **Intelligence & Automation**

Processes & tools to drive efficiency for all stakeholders



## **Ultra-Modern Enterprise Cloud**

Massive scale | Global reach | Privacy-by-design | Highly resilient



## Purpose-Built for the CRM

### Real-time Data Exchange

Real-time insights and contextual awareness

### Automated Record Updates

Reduce AHT & ACW

### All Data in the CRM

Maintain a holistic customer view

### No PII Stored

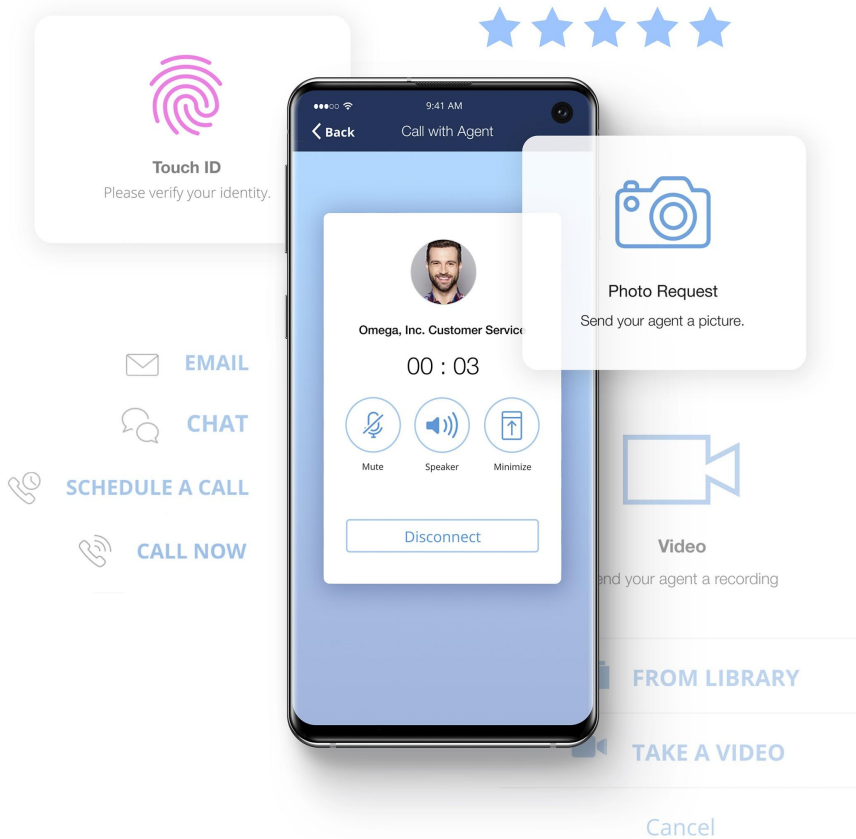
Unmatched privacy protection

zendesk

Kustomer



ORACLE  
SERVICE CLOUD



## Embeddable Experience

### **In-app and Mobile Support**

Enable channel blending and a unified customer journey

### **Communicate Visually and Contextually**

Share photos, videos, and screenshots

### **Smartphone Biometrics and Pin Security**

Fast and familiar user authentication

### **Secure Payments**

Initiate PCI-Compliant payments

# Intelligence and Automation

## Predictive Routing

Query backend systems to predict intent and intelligently route

## Virtual Agent

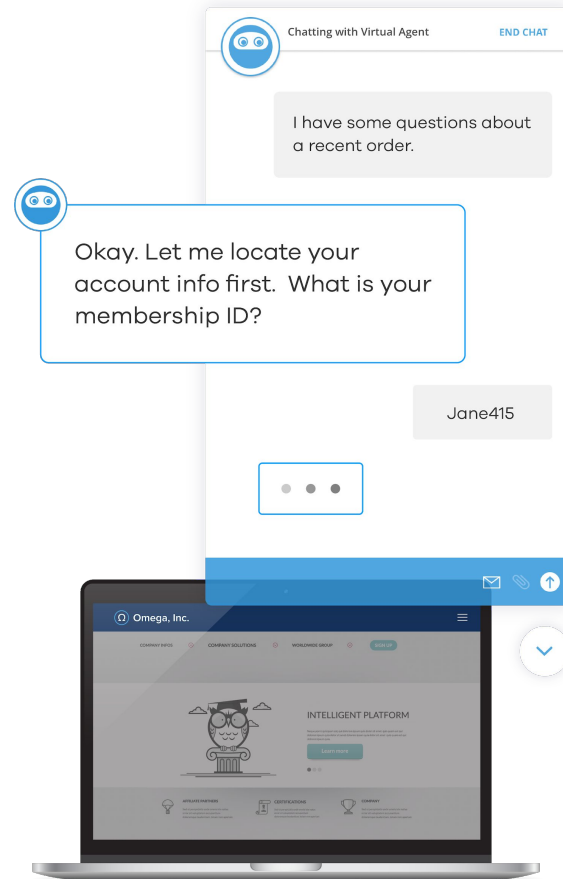
AI-powered conversational CX for 24/7 self-service

## Journey Orchestration

Seamlessly blend channels to provide agents with deep interaction context

## Automatic Ticket Management

Reduce after-call-work (ACW) by automating backend agent tasks



# Ultra-Modern Enterprise Cloud

## Global Scale

Support for the world's largest contact centers

## Privacy-by-Design

Addresses complex global data residency and compliance requirements

## Multi-Provider Voice Resiliency

Local voice at global scale with best-quality routing

## Multi-Cloud Deployments

Flexibility across leading public cloud infrastructures



# UJET Virtual Agent

## Improve CSAT

Provide immediate and 24/7 conversational self-service & support

## Scale through Automation

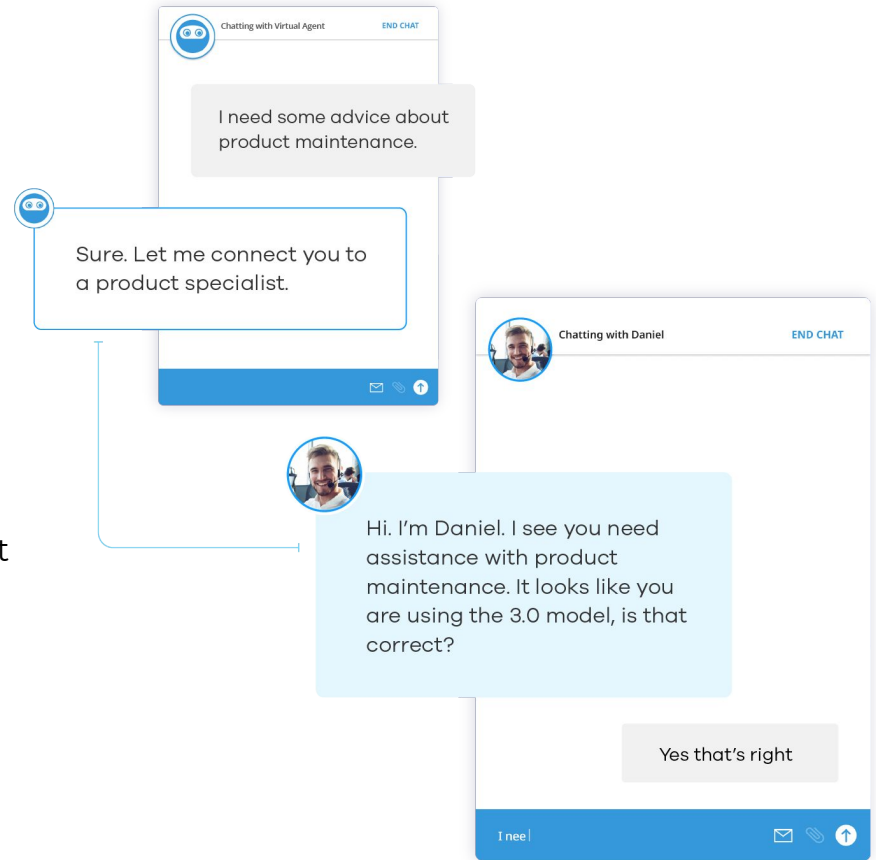
Deflect common and repetitive tasks

## Contextual Routing

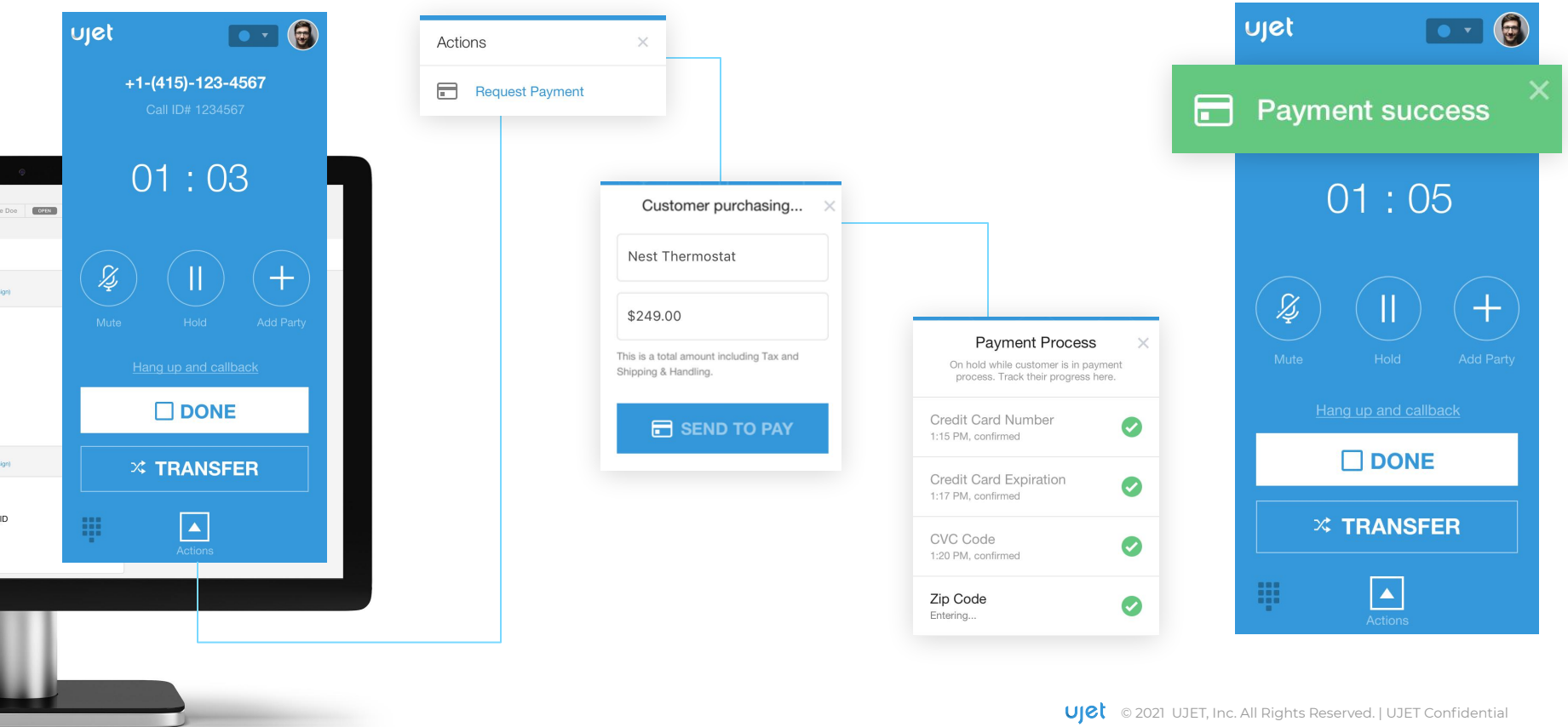
Proactively present a resource at the right time and dynamically determine if a live or virtual agent will yield the best outcome

## Seamless Agent Handoff

Blend bots and live agents to create a more efficient and unified customer journey



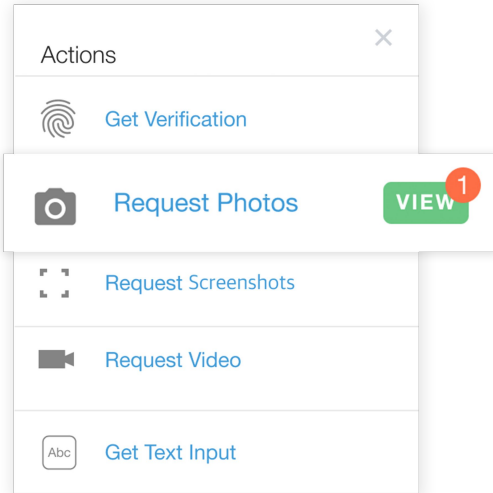
# Secure Credit Card Payment Via IVR



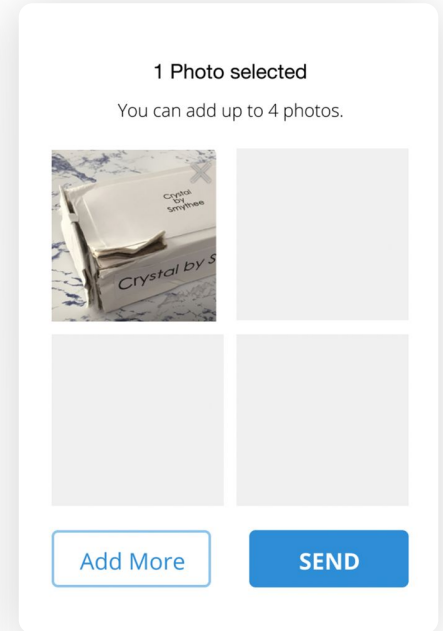
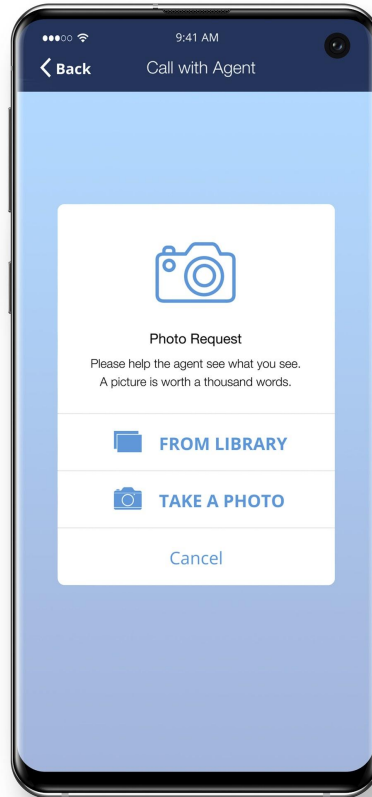


# Communicate Visually & Contextually

Enable agents to request photos, videos and screenshots during the support call or chat.



Agent Dashboard



# UJET Global Reach

## Global Local Low Latency Points of Presence

- USA (2)
- Brazil
- Ireland
- Germany
- Japan
- India
- Singapore
- Australia

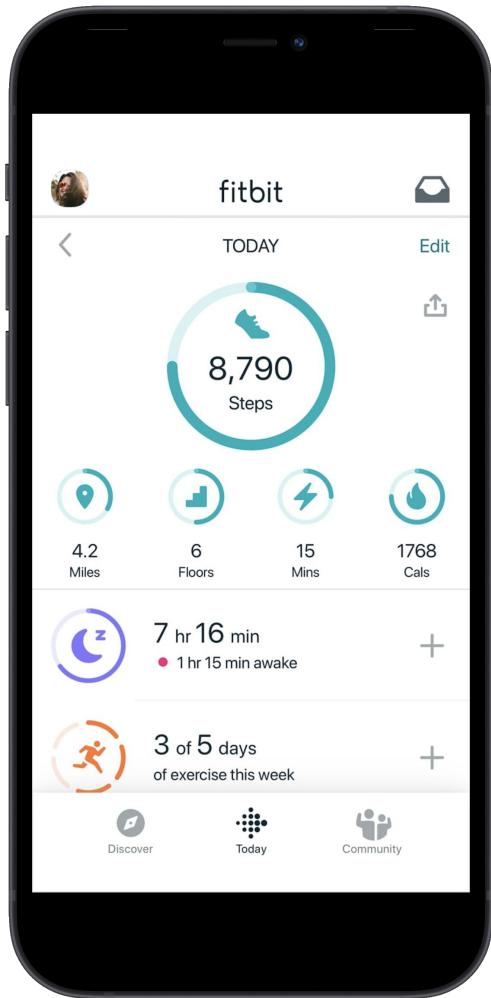
## UJET SIP Capability

- Extended coverage areas
- Flexible regional configs

## Serving the World

- Active in 22 countries
- Service in 14 languages





### Challenge:

Fitbit needed a platform that was able to scale as fast as they were growing without sacrificing the reliability. With operations in China, Fitbit needed a platform that could meet or exceed the data privacy and security requirements needed in China. They also needed a solution that would integrate with their CRM to enable their agents to leverage existing customer data in real-time.

### UJET Solutions:

- Global reach on a single tenant
- Highly customizable queues and more intelligent routing
- Unified customer records within the CRM and automatic case creations and wrap-up.
- Web and in-app embeddable experience. iOS and Android SDKs

### UJET Results:

- Still finishing their full implementation
- Within 7 months, UJET successfully implemented the IVR across 3 regions (North America, EMEA, APAC), 9 different languages and spanning 18 countries..



### Challenge:

Needed to provide customers with a seamless shopping experience. Shoppers need to receive orders easily, access shopping lists, and support. Instacart needed a partner focused on same key areas: mobile and modern customer service technology.

### UJET Solutions:

- In-App voice and chat capability on UJET customer service platform
- Personalized segmentation and routing
- UJET Mobile SDK

### UJET Results:

- Agents reduced shopper repeat customer contact by 5.6% voice, 4.6% for in-app chat
- Highlight on efficient and expedient customer support drove higher customer traffic
- Support resolution times 30% shorter
- SLAs improved 18% for in-app voice, 23% for in-app chat
- Optimized reporting

# G2 Spring 2021 Report

- **UJET is Rated #1 on G2's Momentum Grid for Contact Center Operations SW**
- **UJET Outranks Other Contact Center Providers for a 4th consecutive time!**
- **UJET is #1 in 15 G2 Spring 2021 Reports, Soaring High as a Contact Center Leader, Again!**

