

UJET: AI-Powered Customer Experience

Create exceptional customer experiences with AI that knows your customers and their needs, gives your agents superpowers, and provides data-driven insights

Reimagining Customer Experience with AI

Unlike legacy platforms that bolt AI onto complex systems, UJET was built from the ground up with AI at its core. Powered by Google Cloud's Conversational AI, UJET transforms every touchpoint of the customer journey — from self-service to agent and supervisor experiences.

Why UJET + AI?

Organizations using UJET aren't just testing generative AI; they're reimagining customer experience and driving real business value. UJET's AI innovations enable you to:

Improve CSAT: Boost revenue and Customer Lifetime Value (CLV) with personalized service.

Drive ROI: Cut operational costs and cost per contact for faster returns.

Boost Agent Efficiency: Improve First Contact Resolution (FCR), reduce Average Handle Time (AHT), and enhance Employee Experience (EX).

Conversational Analytics: Autonomously create a taxonomy of your customer conversations, reviews, and feedback across all channels to surface blind spots, with ultra-specific issue detection - easily accessible through an AI agent.

AI Tools for Each Step of the Customer Journey



Virtual Agents: These leverage both deterministic and generative AI to deliver personalized, contextual, and natural self-service conversations.



Smart Routing: The routing engine uses real-time and historical customer data to dynamically determine whether a virtual agent or a live representative is best suited to meet the customer's needs.



Agent Assist Tools: Built with generative AI, these tools provide contact center agents with real-time coaching, transcription, translation, sentiment analysis, and post-interaction automation.



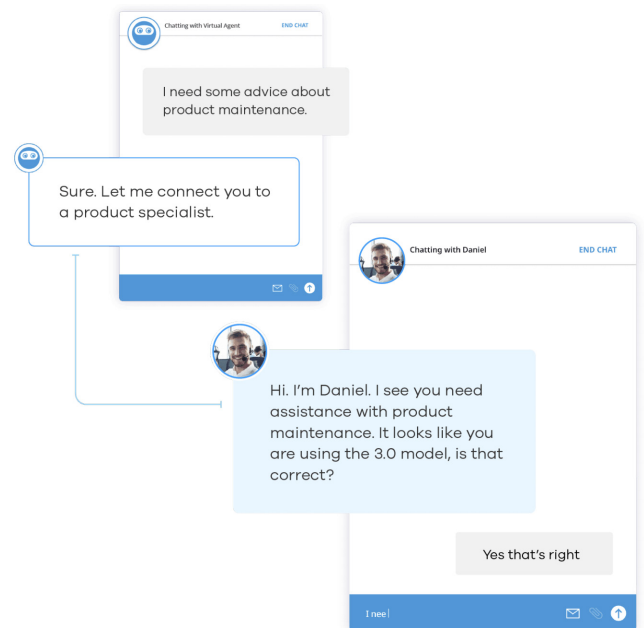
Spiral by UJET: A powerful AI issue hub that autonomously transforms millions of raw customer conversations into a single, unified, proactive intelligence layer, providing definitive, contextualized, and financially quantified answers about any customer issue across 100% of your interactions, regardless of channel.



Transform Self-service with Virtual Agents

UJET Virtual Agents provide proactive, personalized self-service using natural, human-like voices to deliver highly engaging customer experiences. To ensure high-quality and safe responses, they use deterministic AI while also harnessing the power of generative AI for the rapid design and deployment of intuitive, high-quality conversational experiences. All of this is managed from a single, unified agent building interface.

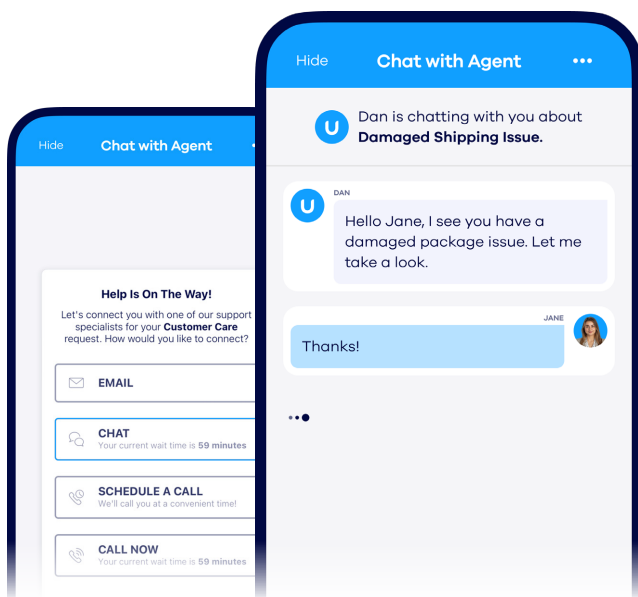
To put it simply, UJET Virtual Agents help AI designers easily build human-like, multilingual self-service experiences. They're grounded in your enterprise data, personalized, and multimodal, supporting voice, text, and even images.



Personalize Interactions with Predictive, Dynamic Routing

UJET's intelligent and contextual routing for virtual agents is the first of its kind. Essentially, the system uses real-time and historical data—based on the customer's record, journey, or predicted intent—to dynamically determine whether to route to a virtual or live agent for the best outcome.

Crucially, this eliminates the traditional back-and-forth questioning and the frustrating experience of being forced to interact with a virtual agent when a live one is needed. If the virtual agent hands off the issue, the live agent receives a full summary and context of the customer's journey, ensuring a seamless handoff, more personalized service, and a quicker resolution.



KeyBank



KeyBank used
**UJET's Virtual
Agents** to achieve:

15%

reduction in
call volume

10%

reduction in contact
center costs

50%

increase in digital
chat volume



EverWash



EverWash leveraged
**UJET's Intelligent
Routing** to achieve:

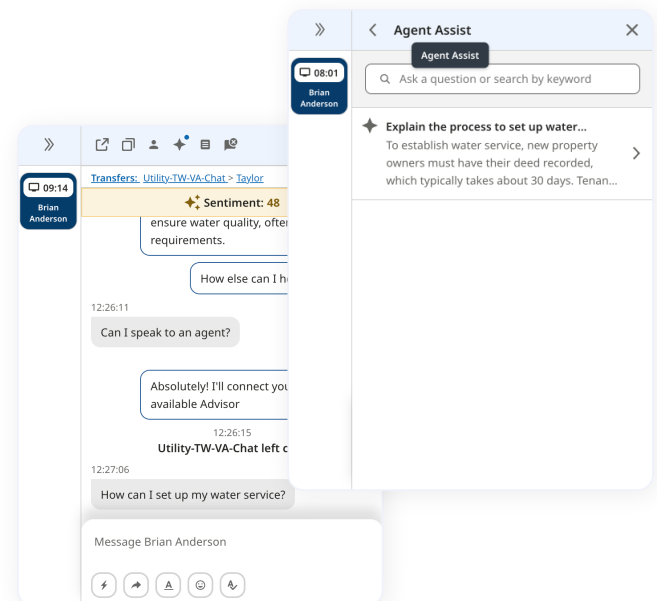
70%

reduction in Average Response Time
(from over 60 seconds to 18 seconds)

Evolve the Employee Experience with Agent Assist

UJET Agent Assist provides your contact center agents with real-time context, coaching, and next-best-action guidance. This empowers your team to resolve inquiries faster and with higher accuracy, which in turn boosts First Contact Resolution (FCR), reduces Average Handle Time (AHT), and decreases both training times and agent turnover.

Powered by the latest generative AI and Large Language Models, Agent Assist provides ready-to-share responses and contextual, step-by-step guidance. It uses a centralized knowledge base and pre-built data connectors to answer customer questions in real time. During an interaction, Agent Assist provides real-time transcription, translation, and sentiment analysis so your agents always have the context they need to deliver brilliant service. Finally, at the end of a conversation, Agent Assist automates post-interaction summaries and writes transcripts to your CRM system of record.



The main benefit is clear: A leading streaming service used UJET's Agent Assist to achieve a 23% reduction in Average Handle Time.

Spiral by UJET: Conversational Analytics Made Actionable

Harness the power of conversational AI and analytics to extract the truth from your customer conversations, across voice, Web chat, SMS, email, social, Net Promoter (NPS) and Customer Satisfaction (CSAT) Scores, and customer reviews. With Spiral by UJET, improve customer experiences and operational efficiency with conversational analytics that provide proactive historical trends, identify specific contact drivers, and unlock predictive analysis.

Spiral's proprietary AI leverages LLMs and unsupervised clustering algorithms to automatically generate a thorough and unbiased taxonomy. The system performs a multi-label classification to capture the full context of every conversation including chief complaints, sub-issues, and identifying "unknown unknowns." The best part? All classified data is made instantly searchable by an investigative AI Agent that generates detailed deep research reports across specific segments, timeframes, and locations - in seconds.

TURO

Spiral's AI transformed UJET customer Turo and helped build their Voice of the Customer program that is smart and strategic, by capturing structured feedback during the support journey. Spiral AI's platform allowed Turo to analyze customer conversations and commentary, pinpointing areas where they can improve proactively.

Consumers Have Evolved, Your Contact Center Should Too

UJET leads the way in AI-powered contact center innovation, delivering a future-proof, cloud platform that redefines the customer experience with cutting-edge AI, true multimodality, and a mobile-first approach. We infuse AI across every aspect of your customer journey and contact center operations, to drive automation and efficiency. UJET's AI solutions empower agents, optimize customer journeys, and transform contact center operations for elevated experiences and actionable conversational analytics that unlock the truth hidden in your customer conversations and feedback. Built on a cloud-native architecture with a unique CRM-first approach, UJET ensures unmatched security, scalability, and prioritized data insights. Designed for effortless use, UJET partners with businesses to deliver exceptional interactions, smarter decision-making, and accelerated growth in the AI-driven world.

Learn more at ujet.cx or view a [demo](#) here.

