

UJET: Reimagining Customer Support for a Connected World

Modern customer support is more than the number of channels you offer. It's about customer convenience and offering an identical support experience across every single communication channel.

Customers are transitioning away from traditional channels and prefer to use familiar channels that they use with family and friends. Mobile devices combine every communication channel in one device, allowing customers to choose the channel that they want to contact support with. Instead of forcing customers into extended wait times or confusing IVR trees, customer support has to offer an identical, multichannel support experience.

Support organizations must offer a native, mobile-friendly experience, whether that's through a branded mobile app or mobile web experience. Communication channels must function the same way regardless of how the customer decides to contact. In-app messaging must function the same as website chat and offer the same functionality.

By offering an identical, multichannel experience, agents can offer the same high-quality support to customers. Customers benefit by always having the same positive experience. Supervisors can use data to optimize the support experience and increase customer satisfaction.

What is Modern Customer Support?

Mobile devices, specifically smartphones, are the core digital device for consumers. Smartphones connect families and friends worldwide. Through messaging apps, social media networks, and community-based apps; consumers are always connected. With so much time spent on these devices, why do support organizations still focus on voice, IVR, and email as the primary contact channels?

Modern customer support is reducing the friction between the consumer and support. The customer shouldn't be wasting time looking for a support contact channel, it should always be present and ready. Customer support doesn't decide the channels to offer anymore, that is determined by the customer.

"UJET shares our commitment to ensuring that support issues are being resolved with minimal touchpoints and in record time."

– Kevin Henrikson, Vice President of Engineering, Instacart

These premier brands trust UJET to power personalized, efficient customer support.



Multichannel Customer Support through Mobile Devices

The UJET platform supports voice, IVR, and messaging (SMS/MMS, website live chat). The UJET mobile SDK for Android and iOS supports these channels in-app, allowing customers to stay in a company-branded support experience without any friction.

Use mobile device media options like photo, video, and screenshot sharing and allow customers to become active participants in support conversations. Reduce communication confusion with text conversations while on a voice call to ensure accurate customer information.

A Unified Platform with Deep CRM and WFM/QM Integrations

The UJET platform integrates with Salesforce, Zendesk, Microsoft Dynamics, and Kustomer CRMs. Verint Monet workforce management and quality management solutions are also supported.

Simplify agent tasks by unifying through integrations. Present agents one tab to complete all tasks while collecting real-time data for reporting, customer satisfaction, and more. Produce reports to create support strategies with actionable data.

Add Automated Intelligence to Support

Integrate chatbots into customer support and streamline interactions. Customers are guided through a pre-determined tree and through artificial intelligence and automation, are lead to a self-service or knowledge base answer. If necessary, customers can be connected directly to an agent. Redirect common questions and low-urgency issues to self-service answers and enable agents to prioritize high-level, urgent issues.

A Positive Experience for Every Active Touch Point

Customers expect a convenient support experience and more than one contact point. Agents need to be able to solve customers issues efficiently and without being delayed with old systems and siloed tools. Supervisors use data to manage support teams. The UJET platform's actionable data can help supervisors assign agents based on contact activity, act on sudden request spikes, or scale teams without IT support.

The customer will receive the same high-quality support experience regardless of channel. Agents are empowered with tools that are always up-to-date and protect PII. Supervisors have full control and real-time management tools to always offer the best customer support possible.



Create an Support Experience Optimized for Every Channel

Build customer satisfaction by offering an identical support experience across every channel. Instead of focusing on specific channels for higher quality support, optimize customer support so it can be applied on every contact point.



Native, Branded In-app Customer Support

Multichannel support available directly in a branded app. Use VoIP, messaging, and more to communicate directly with customers. Increase brand awareness and loyalty by simplifying the support experience.



Simple and Unified Agent Interface

Stop using siloed tools and unify the agent experience with a true cloud-native, mobile-focused platform. A single online instance has all the tools agents need with deep CRM integration.