

G2 Winter 2025 Contact Center Operations Report

**UJET is the Leading Product in
User Satisfaction for Contact
Center for 19 Quarters in a Row!**

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When researching to buy a product or service, order delivery, or book a vacation, customers trust online review sites that offer unbiased opinions from real-world customer experiences. When you're looking to start a partnership with a new vendor, you want to do the same. What are other companies in your industry using, what experiences are they sharing, and what are some pros and cons?

G2 is a "tech marketplace" where users review and offer feedback about the products and solutions they use. Instead of relying on a tsunami of ads, G2 offers authentic reviews and ratings where stakeholders decide on their next product partner. G2 has recognized UJET as a Leader in Contact Center Operations Software in its Winter 2025 report.

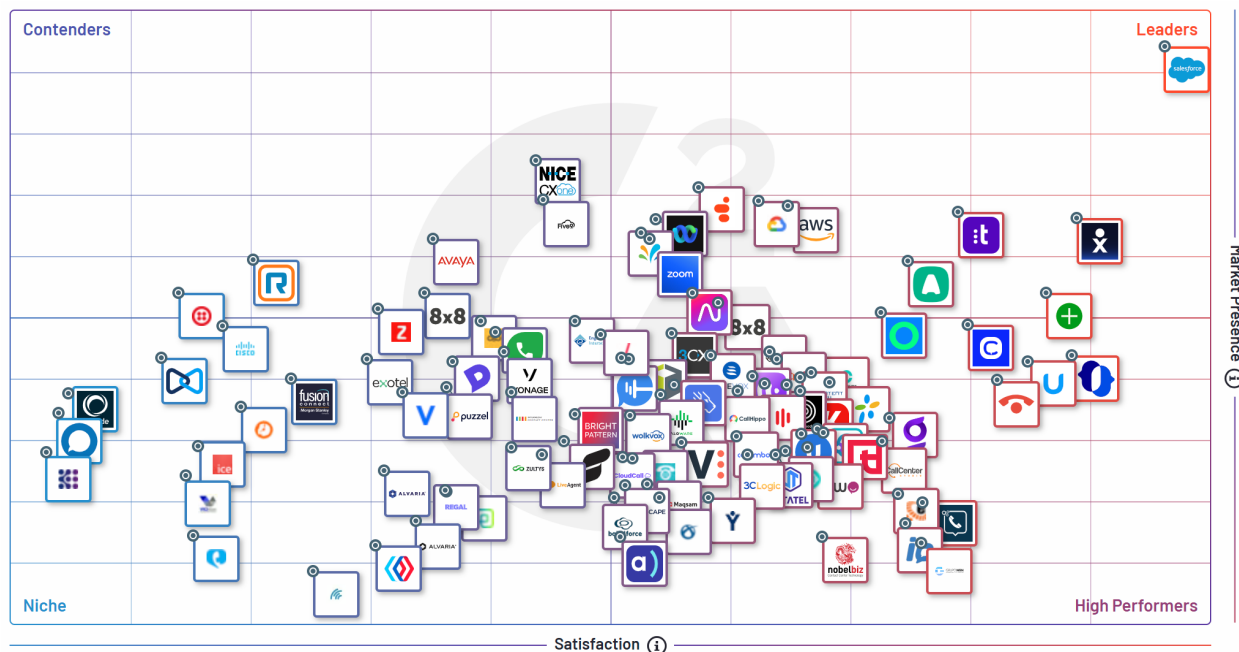
What is Contact Center Operations Software?

G2 defines Contact Center Operations Software as "software [that] provides business with the capabilities necessary to run a customer contact center." To be included in G2's report, products must:

- Distribute incoming calls or manage phone number assignments for outbound centers
- Provide the infrastructure for call management, placement, and monitoring
- Enable managers to track and monitor calls
- Include the following features: automatic call distributor, universal communications, interactive voice response, universal queue management, and/or computer-telephony integrations
- Supply additional features that assist call center representatives such as speech analytics, call routing, and automatic dialing
- Integrate with other contact center software to offer comprehensive feature coverage for call centers if features are not provided natively

The G2 Winter 2025 Contact Center Operations Grid® Report represents the voice of actual product users instead of "the subjective opinion of one analyst."

UJET is a Leader in Contact Center Operations



UJET is ranked among the high performers and leaders with a market presence.

Grid Scoring is split into four categories.

Leaders: highly rated by G2 users and have substantial Market Presence Scores

High Performing: high Customer Satisfaction scores and low Market Presence compared to the rest of the category

Contenders: have relatively low customer Satisfaction scores and high Market Presence compared to the rest of the category

Niche: have relatively low Satisfaction scores and low Market Presence compared to the rest of the category

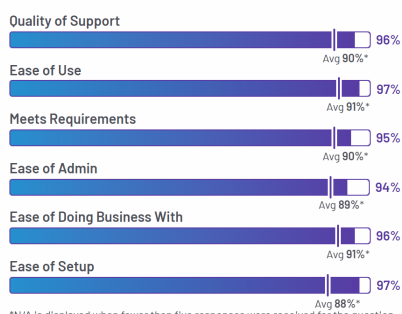
Products shown on the Grid® for Contact Center Operations have received a minimum of 10 reviews/ratings in data gathered by November 19, 2024. Products are ranked by customer satisfaction (based on user reviews) and market presence (based on market share, seller size, and social impact) and placed into four categories on the Grid®

How Does UJET Rank?

UJET has been named a Leader based on receiving a high Customer Satisfaction score and having a large Market Presence. UJET received the highest satisfaction score among products in Contact Center Operations. 98% of users rated it 4 or 5 stars, 97% of users like its ease of setup, and users said they would be likely to recommend UJET at a rate of 93%.

UJET is also in the Telecom Services for Call Centers and Live Chat categories.

Satisfaction Ratings



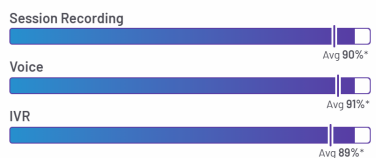
*N/A is displayed when fewer than five responses were received for the question.

Top Industries Represented



Consumer Services	205
Telecommunications	66
Outsourcing/Offshoring	63
Food & Beverages	42
Information Technology and Services	34

Highest-Rated Features














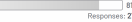
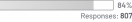
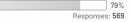
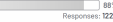

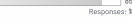
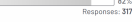
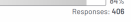
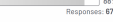
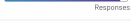
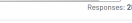
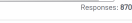
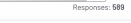
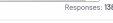

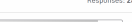
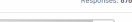
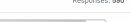
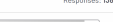

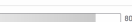
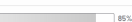
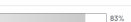






*Category Average

Lowest-Rated Features



See How UJET Stands Out Against the Competition

User Satisfaction Reviews

	 UJET	 Five9	 NICE CXone Mpower	 Genesys Cloud CX	 Talkdesk
Star Rating	★★★★☆ 1,081 reviews	★★★★☆ 454 reviews	★★★★☆ 1,630 reviews	★★★★☆ 1,333 reviews	★★★★☆ 2,404 reviews
Ratings					
Ease of Setup	 98% Responses: 230	 77% Responses: 194	 79% Responses: 319	 83% Responses: 417	 87% Responses: 751
Quality of Support	 95% Responses: 630	 81% Responses: 278	 84% Responses: 907	 79% Responses: 589	 88% Responses: 1220
Has the product been a good partner in doing business?	 95% Responses: 177	 85% Responses: 186	 82% Responses: 317	 84% Responses: 406	 88% Responses: 672
Meets Requirements	 94% Responses: 665	 82% Responses: 286	 86% Responses: 970	 84% Responses: 599	 89% Responses: 1381
Ease of Use	 96% Responses: 686	 84% Responses: 290	 87% Responses: 978	 88% Responses: 590	 91% Responses: 1385
Ease of Admin	 93% Responses: 177	 81% Responses: 184	 83% Responses: 319	 84% Responses: 417	 88% Responses: 681
Email	 95% Responses: 425	 80% Responses: 89	 85% Responses: 329	 83% Responses: 202	 86% Responses: 505

Hear What Our Customers Are Saying

“ UJET is easy to use unlike other platforms because, as customer support, it's important to us that this kind of software is easy to use. There are so many features, like the aux or status after the call. Ease of implementation also gave me the confidence to be a better call center agent using UJET.

– Customer Service Rep, Outsourcing

“ The user interface is very user-friendly. I use UJET daily and the performance is amazing. It is very useful in receiving calls and chats, and customer support always responds promptly.

– Customer Service Representative, Mid-Market

“ The UJET platform is easy to use and the navigation is user-friendly. It helps a lot in everything I do. As a contact support, I can handle and help resolve customer's concerns. I always check and inspect all its features every time I use it.

– Contact Support, Enterprise

“ UJET is immensely helpful for assisting our customers. Its user-friendly design and seamless integration make it an invaluable tool for customer support, significantly enhancing my efficiency.

– Customer Service Rep, Mid-Market



About UJET

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 insights. Built on a cloud-native architecture with a unique CRM-first approach, UJET ensures unmatched security, scalability, and prioritized data insights (without storing PII). 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](https://ujet.cx)