

# A Seamless Migration Path for Avaya Customers

Effective June 30, 2025, Avaya will enforce a monthly minimum commitment of 200 seats, leaving organizations with no clear migration path forward and creating substantial business implications. They've also confirmed product depreciations, including the discontinuation of its SIP trunking and CPaaS services. Customers with fewer seats may cancel their subscription without charge by providing a written notice to Avaya before June 30.

For Avaya AXP customers with fewer than 200 agents, this isn't just about future-proofing operations – it represents an immediate business risk requiring urgent action. Without a strategic transition plan, organizations face potential disruptions to customer service operations and revenue streams. That's where UJET comes in.

## UJET offers CX Excellence, Built to Last

**Superior call quality:** consistent MOS scores of ~4.3

**Support & Implementation:** G2's highest overall user satisfaction in Contact Center Operations for nine consecutive quarters

**Consistent release schedule:** new updates and features every two weeks

**Integrations you need:** native integration with major CRMs, plus option for custom CRM

**Industry-leading scalability:** tested to tens of thousands of agents per tenant

**The industry's first cloud-to-cloud failover solution:** 100% uptime guarantee, with CX Intercloud

**Google Partnership (CCAI Platform):** UJET has partnered with Google Cloud to extend its Contact Center AI (CCAI) into a native, AI-powered, contact center platform.

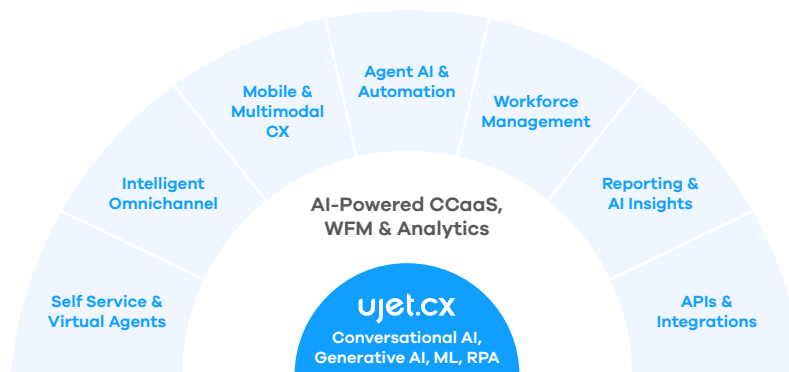


## A ZERO-COST Pre-migration assessment that includes

- ✓ A business case assessment and cost-benefit analysis for moving from your current solution
- ✓ A complete catalog of your current state and capabilities
- ✓ An in-depth gap analysis of your current vs. desired future state
- ✓ A phased roadmap and blueprint for migrating off of Avaya to achieve that future state, and
- ✓ Commercial incentives designed to offset costs of migration to cloud contact center

# Transform and Futureproof your Contact Center with UJET's AI-Powered CCaaS + WFM

Deliver exceptional CX through AI-powered automation, intelligence, and omnichannel orchestration.



## Legacy contact centers cripple CX, inflate costs, and expose businesses to risk, resulting in:

- Frustrated customers due to slow, impersonal service and siloed channels.
- High operational costs from inefficient manual processes and agent turnover.
- Difficulty scaling to meet peak demand and seasonal fluctuations.
- Data security risks and compliance challenges due to fragmented customer data.
- Limited insights into customer needs and preferences hindering innovation.

## The UJET Solution:

UJET's unified, AI-powered Contact Center as a Service (CCaaS) & Workforce Management (WFM) platform empowers organizations of any size to deliver exceptional customer experiences and transform contact center operations through AI-powered automation, intelligence, and omnichannel orchestration.



“We selected UJET because of their willingness to truly partner with us to personalize and tailor our service and communications to the unique culture and characteristics of the communities we serve.

Teri Williams  
President and Chief Operating Officer



**AI-Powered Customer Experiences**  
Intelligent self-service, seamless omnichannel transitions, personalized interactions at scale.



**Empowered Agents**  
Real-time guidance, automated tasks, streamlined workflows, AI-driven performance analysis.



**Optimized Operations**  
AI-powered forecasting, real-time dashboards, data-driven decision-making for cost reduction and efficiency.



**Actionable Insights**  
Real-time sentiment analysis, trend identification, proactive issue resolution, and data-driven product innovation.



**Unmatched Security & Scalability**  
Cloud-native architecture, CRM-first approach minimizing PII storage, seamless scaling with business growth.

## Key Features:

<b>Conversational AI-Powered Virtual Agents</b>	24/7 self-service on customer's preferred channels, reducing volume to agents, and improving first call resolution (FCR).
<b>AI-Powered Agent Assistance</b>	Real-time guidance for agents, suggested solutions, and knowledge article recommendations, leading to faster resolutions, elevated agent confidence, and improved customer satisfaction.
<b>Omnichannel Orchestration</b>	Empowers customers to switch seamlessly between voice, chat, email, SMS, and social media while preserving conversation history, providing frustration-free, consistent experiences.
<b>CRM-First Integration</b>	Single source of truth, leveraging CRM data to personalize interactions, streamline processes, and drive insights, all while minimizing sensitive data storage with a unique architecture.
<b>Mobile &amp; Smart-Device Centric</b>	Biometrics, media sharing, location-aware features empower customers and agents, catering to modern consumer preferences.
<b>Real-Time Dashboards &amp; Monitoring</b>	Holistic view of contact center performance, customizable dashboards, and alerting for proactive management and optimizing service levels.
<b>Advanced Analytics &amp; Insights</b>	AI-driven analysis to uncover sentiment, intent, root causes of issues, informing product innovation and proactive CX improvements.
<b>Native Workforce Management (WFM)</b>	AI-powered forecasting, streamlined scheduling, adherence tracking, and optimization features built into the core platform.
<b>Intuitive Design</b>	User-friendly interface with minimal training required for agents and admins enables rapid adoption, faster time-to-value, and lower support costs.



# Why UJET Connect?

A phased roadmap and blueprint to contact center transformation with a seamless migration path off of legacy contact center solutions.

## Accelerate Analysis

With an in-depth review and report of current state and future vision, requirements, workflows and risks to mitigate.

## Build Your Plan

With a phased roadmap and blueprint that delivers a step by step plan to achieve contact center transformation.

## Align Stakeholders

With a business case and cost-benefit analysis that identifies value and return on investment.

**Make the switch to the #1 cloud contact center in user satisfaction for the 19th consecutive quarter by G2!**



Set vision & understand future state



Conduct gap analysis



Define Roadmap



Build Business Case



Migrate to UJET!

## Frequently Asked Questions

Q: What is the cost to participate?

A: The UJET Business Case assessment is offered at no cost for qualified prospective Avaya customers.

Q: How long does the assessment take?

A: Depending on customer participation and available information, the process would take an estimated four weeks on average. Some cases may require more or less time.



### Advanced AI & Powerful Automation

UJET continuously integrates the latest conversational and generative AI breakthroughs for intelligent self-service, agent guidance, and process automation.



### CRM-First for Insights & Security

UJET's unique architecture delivers actionable insights while minimizing sensitive data storage (PII), simplifying compliance and enhancing customer trust.



### Enterprise Cloud Architecture

Built on a modern cloud foundation, UJET offers unmatched enterprise-grade security, scalability, reliability, and future-proofing.



### Intuitive & Easy to Use

UJET's intuitive design minimizes agent training time, boosts adoption rates, and maximizes the rapid return on your AI investment.



### Mobile & Smart-Device Centric

Features like biometric authentication, media sharing, and location awareness empower customers and agents alike for seamless interactions in the modern world.

## Getting Started

Act now to book your zero-cost Business Case Assessment with UJET. Visit the UJET Connect web page at [ujet.cx/ujet-connect](https://ujet.cx/ujet-connect) to get started.



SOC 1 Type II, SOC 2 Type II, vSOC 3



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).



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

*Customer Service, Mid-Market*