

Enable AI-Powered CX with the Acquisition of UJET Professional Services



UJET Professional Services joins Onix

With the acquisition of UJET’s Professional Services team, Onix is strategically positioned to help customers modernize their customer experience through the power of AI and cloud-native technology.

Accelerate time to value for Onix customers by enabling AI through Google CES

As a long time partner in developing and deploying Contact Center as a Service (CCaaS) alongside UJET and Google engineers, the UJET Professional Services team are leading experts in contact center modernization and customer and employee experience transformation through end-to-end AI application, fully covering Google’s [Customer Engagement Suite \(CES\)](#). This merger makes Onix an end-to-end Google AI Cloud Partner.

| CES | Contact Center as a Service (CCaaS) | Conversational Agents | Agent Assist | Conversational Insights |
|--------------|-------------------------------------|------------------------|----------------------------|-------------------------------------|
| CCaaS / UJET | Inbound & Outbound Voice, SMS, Chat | Visual IVR | AI Driven Routing | |
| | Agent Desktop | CRM & WFO Integrations | In-App Mobile & Web CX | |
| Services | Implementation Consulting | Technical Advisory | Telephony Engineering | Conversational & Generative AI |
| | CX Consulting Services | Project Management | End-User Platform Training | Contact Center Technical Specialist |

Case Study - Major Canadian Telecom Firm

The Challenge

A centralized contact center to address increasing call volumes, improve CX, and reduce costs.

Our Solution

A seamless “one-stop-shop” with desired functionality and integrations in a single CCaaS tenant that enhanced CX, lowered storage costs, and offered access to feature developments.

The Outcomes

Migration of **17,000** voice & chat agents across web & mobile

34% increase in first call resolution (FCR)

50% faster delivery at **30%** of the cost

Q & A

Q: Why does this matter?

A: For customers, this means everything is now connected. We've combined a world-class cloud contact center team with Onix's comprehensive Google Cloud expertise to create one seamless service. Onix can now architect solutions that improve frontline customer interactions and connect them to core business operations using Google's powerful data, AI, and collaboration tools. Onix is now the turnkey provider for unlocking performance gains across a customer's entire Google Cloud investment.

Q: Who are our customers and what types of issues are we solving for them?

A: We support clients across industries and stages of modernization, whether they are early adopters pushing the limits of AI or established companies adapting to new consumer demands by upgrading their end-of-life contact center technology.

Q: What does our work look like?

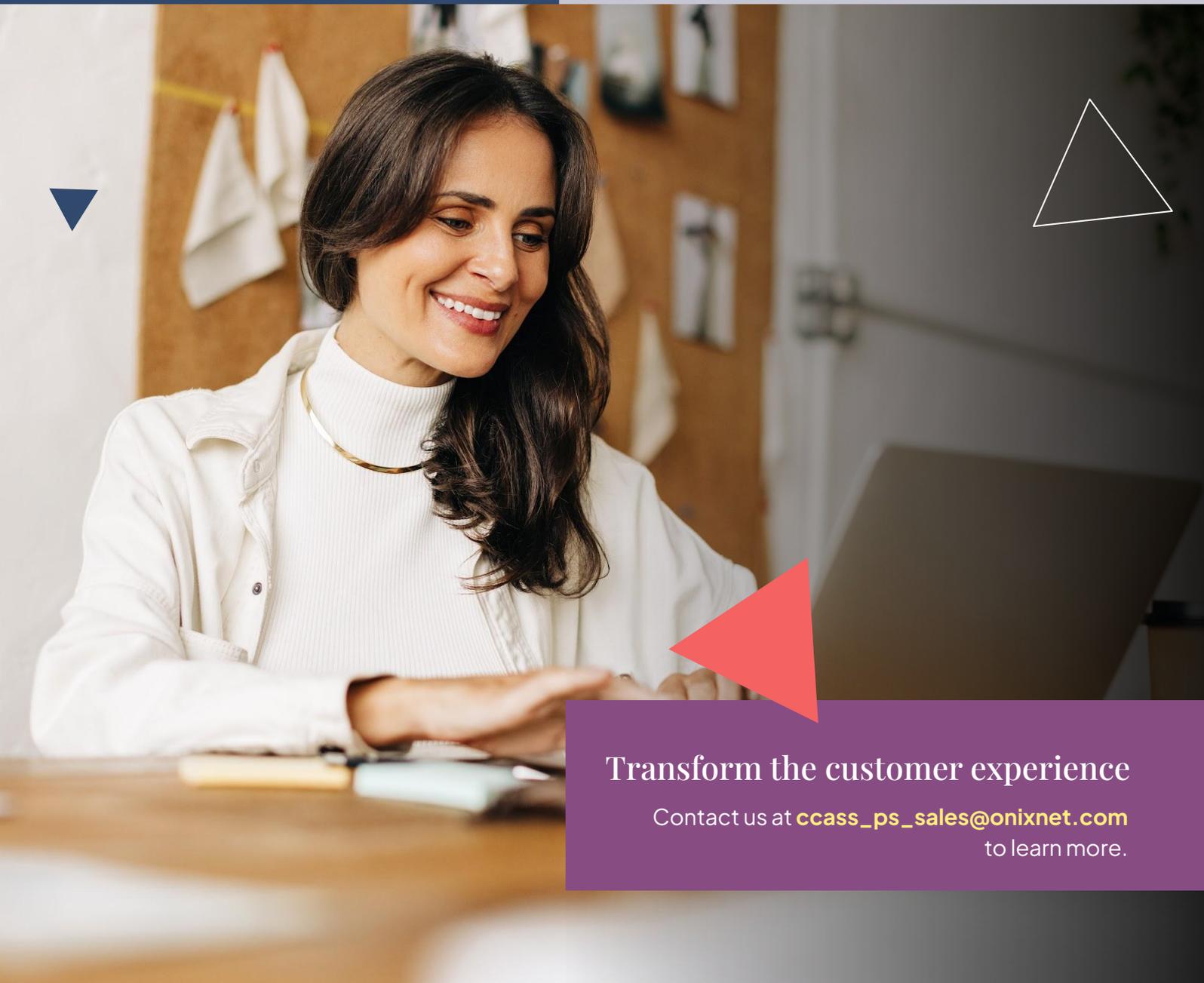
A: Our team offers complete contact center modernization, from strategic planning and training to technical execution. We excel in solving tough technical challenges to build solutions that directly improve customer experience and streamline operations.

With our services, we enable customers to:

- Offer 24/7 intelligent self-service with conversational AI
- Ensure seamless collaboration between your AI and human agents
- Personalize interactions using the power of AI
- Connect with end-customers across mobile, web, social, and voice
- Give teams a unified view of all customer data

Q: What types of outcomes can customers expect?

A: We excel at on-time delivery for early value realization all while minimizing disruption. Outcomes include greater employee productivity, customer loyalty, actionable insights, and improved contact center resiliency.



Transform the customer experience

Contact us at ccass_ps_sales@onixnet.com
to learn more.