

UJET · CONTACT CENTER SWITCHING REPORT

Why Teams Rip Out Their Contact Center

And what they replace it with — the move from cost center to Experience Center.

An ebook for CX and contact center leaders evaluating a platform change.



Nobody Rips Out a Contact Center Over a Feature

When a team tears out its contact center, it's tempting to assume they were chasing a missing feature. The evidence says otherwise. What gets ripped out isn't a vendor — it's a model. The contact center as a cost center, a place to deflect tickets and contain spend. What replaces it is the Experience Center: a contact center that runs as a revenue engine, where every interaction is a chance to keep a customer, not just close a case.

Look across the companies that moved to UJET — from two-seat startups to 2,400-seat enterprises — and one pattern emerges. They were leaving very different systems. Some ran legacy platforms: Five9, Genesys, Mitel, Avaya, Cisco. Others ran first-generation cloud tools: Zendesk Talk, Amazon Connect, RingCentral, Aircall, Dialpad, Twilio. Yet the reasons they left reduce to the same handful of things.

15+ platforms, one pattern — The same fundamentals drove the switch, whether the team was leaving on-prem enterprise software or a bolted-on cloud add-on.

And the Experience Center is mobile-first by default. The teams making this move serve customers who live on their phones, so identity, context, and channel travel with the customer — in-app and across voice, chat, and SMS.

Ranked by how much they actually drive the switch, here are the four reasons that move the numbers:

- 1. AI that moves the numbers**
— virtual agents, agent assist, and Spiral analytics that help scale revenues and operations without adding headcount, improve human and virtual agent performance, and prevent unnecessary interactions at their source.
- 2. CRM integration that's native, not bolted on**
— real-time context inside your system of record (ex. Salesforce, Kustomer, Dynamics, HubSpot).
- 3. Security and compliance you don't engineer around**
— HIPAA, PCI, and PII handled natively, with no PII stored on UJET servers.
- 4. Speed and simplicity**
— fast to deploy, easy to change, no IT bottleneck.

And beneath all four, a hardened foundation: reliability -- resilient and redundant application, data, and telephony.

Each chapter pairs the pattern with the companies that lived it — what they left, and why.



1. AI That Moves the Numbers

The loudest reason teams re-evaluate their contact center is AI — but not AI as a checkbox. Agentic virtual agents, agent assist, and AI-powered analytics have moved from pilot to production. Buyers have moved beyond deflection and containment to more meaningful outcomes like CSAT, revenue generation, and customer lifetime value. UJET embeds AI across the journey instead of bolting it on.

And it doesn't stop when interactions end. Spiral, UJET's conversational analytics layer, reads 100% of customer conversations — not a hand-picked sample — and turns every call, chat, message, and piece of customer feedback into decision-grade intelligence. That's the difference between sampling what went wrong and seeing all of it.

55–70% inquiry deflection — Containment levels UJET customers report from AI virtual agents, freeing agents for complex, high-value work.

THE PATTERN

Teams aren't switching for a feature demo. They switch to productivity they can measure. UJET customers report inquiry deflection of 55 to 70%. One on-demand parking platform automated account and citation handling, deflecting 70% of inquiries in year one and settling near 55%. A grocery-delivery platform cut support resolution times by 30%. A car-sharing platform uses virtual agents to verify customers before routing, trimming handle time on every contact.

"UJET is not just adding AI features here and there — it's pushing toward orchestrating their entire CX using generative AI plus real-time data, which is amazing!" — CSR, Outsourcing, Enterprise · G2 verified review

WHO MADE THE MOVE

Customer	Switched from	Why UJET won
A rideshare platform	Aircall	Adopted UJET's voice and chat virtual agents on a Google + Quantiphi recommendation.
A national grocery & drug retailer	Cisco	Deployed Google virtual agents on UJET, with a goal of 30% call deflection.
An appliance manufacturer	Sharpen	Switched for a chat virtual agent and a workforce-management integration.
A regional internet service provider	Observe.AI (manual review)	Adopted Spiral to analyze every interaction automatically, instead of listening to calls by hand.



2. CRM Integration That’s Native, Not Bolted On

The next reason teams switch is integration depth. When agents can’t see customer context in real time, they swivel between screens and ask customers to repeat themselves — the opposite of an Experience Center. UJET is built CRM-first: it connects to your customer relationship management (CRM) system as the system of record, so context appears the moment a call connects. It’s the single most repeated win factor in the data.

THE PATTERN

Across dozens of wins, the same integrations recur: Salesforce, Kustomer, Microsoft Dynamics, HubSpot, and more. In many deals the CRM partner itself recommended UJET. The reason: the integration is native, not a thin connector bolted on top.

“Its user-friendly design and seamless integration make it an invaluable tool for customer support, significantly enhancing my efficiency.” — Customer Service Representative, Mid-Market · G2 verified review

kustomer



HubSpot

WHO MADE THE MOVE

Customer	Switched from	Why UJET won
A heritage cookware brand	Five9	A 125-year-old brand modernized on UJET for tight Salesforce integration.
A global security & access conglomerate	Five9	Switched for out-of-the-box Microsoft Dynamics integration and VIP routing.
A dental benefits provider	Dialpad	Moved for Kustomer integration, custom reports, and a voice virtual agent.
A national jewelry retailer	Avaya	Switched for Kustomer integration and a reporting API.
An RV-assistance provider	Amazon Connect	Switched for rapid deployment and Microsoft Dynamics integration.



3. Security and Compliance You Don't Engineer Around

For regulated teams, a platform either meets the bar or it doesn't. The systems they leave often force workarounds — storing personal data (PII) where it shouldn't sit, or bolting compliance onto a tool that wasn't built for it. UJET handles HIPAA (health data), PCI (payment-card data), and PII natively, and stores no PII on its own servers. That repeatedly tips healthcare, financial, and payments teams in its favor.

THE PATTERN

Two themes recur as the deciding factor: HIPAA compliance without storing personal data, and secure, PCI-compliant payments. They show up most often against Zendesk Talk and RingCentral, where compliance is a frequent breaking point.

"Features like in-app support, secure authentication, and multimedia sharing make interactions more personal and efficient — which is so helpful."

— Customer Support, Mid-Market · G2 verified review



WHO MADE THE MOVE

Customer	Switched from	Why UJET won
A healthcare technology provider	Zendesk Talk	Won on HIPAA compliance, ease of use, and budget — storing no PII.
A foot-care provider	RingCentral	Switched for HIPAA compliance plus quick, Kustomer-integrated deployment.
A telehealth provider	Zendesk Talk	Moved for HIPAA and Kustomer integration.
A biopharma company	Five9	Switched for GDPR and HIPAA compliance and Microsoft Dynamics integration.
An e-bike manufacturer	Zendesk Talk	Moved for PCI-compliant secure payments alongside Zendesk integration.
A national bank	Mitel	Switched for secure mobile-app support across voice, chat, and SMS.



4. Speed and Simplicity

The fourth reason is operational. Teams are tired of platforms that take months to stand up, need IT for every queue change, and bury agents in a clumsy screen. The most common phrases in the win data are the plainest ones: quick to implement, easy to use, easy to change.

THE PATTERN

This is where first-generation cloud tools lose. They promised simplicity but couldn't deliver it when it counted. Teams leaving Amazon Connect, RingCentral, Twilio, and Dialpad consistently name two reasons: speed to deploy and a cleaner agent screen.

"It was very easy to use. The platform really helps my workload, so I connect right away to the person I want to reach." — Consumer Service, Transportation, Enterprise · G2 verified review

WHO MADE THE MOVE

Customer	Switched from	Why UJET won
An RV-rental marketplace	Amazon Connect	Switched for rapid deployment, ease of use, and scalability (150 seats).
A meal-delivery brand	RingCentral	Consolidated voice, SMS, and chat into one easy-to-scale solution.
A fintech app	Twilio	Moved for ease of use and the ability to change queues on the fly.
A pest-control company	RingCentral / NICE	Switched for strong embeddable voice and chat tools and a cleaner agent screen.
A skilled-trades startup	Dialpad	Moved for an easy-to-use interface and Kustomer integration.
A compost-service company	Aircall	Combined two systems into UJET for quick implementation, then added analytics.



Reliability Is the Expectation

The four reasons above are why teams choose the Experience Center. This one is why they trust it. Voice quality and uptime aren’t differentiators — they’re the floor every trusted platform has to clear. The systems that teams leave most often couldn’t deliver on the expectation. UJET’s standard service level agreement is 99.95% uptime, and for teams that need more, our

Multi-cloud architecture runs active-active-active in a single region and is replicated across cloud regions for unprecedented availability. That’s why UJET keeps winning head-to-head reliability tests — most of all in behavioral health and telehealth, where call quality isn’t a convenience but a clinical requirement.

“Calls always go through and it sounds better than my phone, even! I love how you can view your own stats in real time.” — Corporate Customer Service Representative · G2 verified review

WHO MADE THE MOVE

Customer	Switched from	Why UJET won
A behavioral health network	Genesys	Chose UJET after winning a proof-of-concept test on voice reliability.
A telepsychiatry provider	Five9	Switched for call quality plus real-time Salesforce integration.
A multi-site car-wash operator	RingCentral	Moved for flexible call flows and higher customer-satisfaction (CSAT) scores across sites.
A bridal retailer	Zendesk Talk	Switched for better call quality on a Kustomer-integrated voice line.
A vehicle-rental company	Avochato	Moved to UJET for high-definition voice and reporting.

And It Holds Up at Scale

A fair objection: maybe these fundamentals are easy to deliver for small teams. The largest switches answer it. UJET has displaced enterprise incumbents at four-figure seat counts without trading away the reliability, integration, or simplicity that won the smaller deals.

“What I really like with the UJET platform is how it gathers all communication channels in one place to make it super easy for our team to contact customers using calls, chat, and messages.” — Customer Service, Enterprise · G2 verified review

WHO MADE THE MOVE

Customer	Switched from	Why UJET won
A Canadian Telecommunications Provider	Genesys	Orchestrated 10,000+ human and virtual agents to process 1.1 million interactions across three distinct brands in six months, yielding \$20M in labor savings in Q2’24 alone.
A major motor insurer	Mitel	Modernized 2,420 seats onto UJET with Google Contact Center AI — for mobile, reporting, and ease of use.
A global wearables & consumer-health brand	Five9	Global rollout at 1,000+ seats across voice, chat, and in-app — won on modern architecture, multi-language, and security.
A digital banking startup	Avaya	Scaled to 100 seats, champion-led, on reporting and ease of use.
A business-process outsourcer	In-house system	Replaced a homegrown stack at 100 seats for modern architecture and security.

2,420 seats off Mitel. 1,000+ off Five9.
The same four reasons that win two-seat deals win enterprise migrations.