



## QPC & Call Journey partner up to transform contact centers with AI-Powered Conversation Analytics

### MAKE BETTER, FASTER, AND MORE INFORMED DECISIONS WITH VOICE DATA

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QPC's twenty-year experience of being at the forefront of contact center innovations and Call Journey's market-leading conversation analytics technology will enable organisations to transform agent-customer interactions, drive customer satisfaction, and strengthen risk and compliance frameworks.

"We are excited to partner with QPC. We've done some great work with them in the Financial Services, Banking and Insurance space. Our AI-powered speech technology combined with QPC's expertise will provide QPC customers with the tool to help them really understand the conversations happening in their Business and gain fantastic insights which aren't currently available," said Paul Humphrey, CEO of Call Journey.

"QPC has many years of experience assessing, recommending and implementing change within customer service environments," said Peter Levine, Commercial Director of QPC.

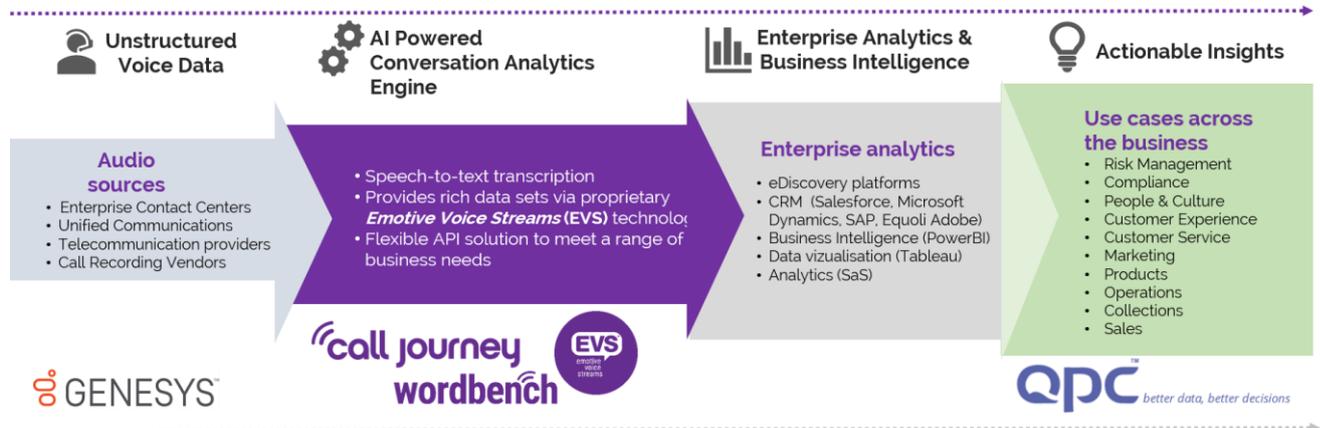
#### MONITOR AND ANALYZE CONVERSATIONS TO:

- Control customer-agent interactions
- Drive customer satisfaction
- Improve Agent Engagements
- Enhance Compliance

He continued, "We believe that Call Journey's Conversation Analytics technology will strengthen our offering, allowing us to help businesses better by transforming their contact center traffic into a goldmine of rich insights."

This partnership is also great news to Genesys, the world leader in customer experience technology. Call Journey, a Genesys Global Speech Analytics Partner, and QPC, a Genesys Gold partner, are both available on Genesys platforms. This partnership offers existing Genesys customers a secure and efficient way of streamlining data discovery.

**BETTER CUSTOMER EXPERIENCE, AUTOMATED QUALITY ASSURANCE, IMPROVED AGENT PERFORMANCE, AND ENHANCED COMPLIANCE AND RISK MITIGATION STANDARDS**



**What are the benefits?**

Data collected by Call Journey's conversation analytics engine is grouped and visualized in the QPC dashboard providing information about a wide range of areas and allowing users to:

- Automate Compliance and Adherence
- Improve Sales Performance
- Automate Quality Assurance
- Consolidate all KPI's
- Correlate data for the deeper understanding of performance drivers
- Proactively identify where to focus your energy
- Compare agent performance on previously unmeasurable criteria
- Drive continuous improvement via transparent KPI reporting and performance management
- Reduce recruitment and agent onboarding costs
- Access self-service real-time analytics dashboard.

**ABOUT CALL JOURNEY**

We are all about Voice data. We help businesses achieve a complete customer view by integrating Voice into the Enterprise data mix.

Our speech experts bring together Natural Language Processing and Artificial Intelligence to create the best-of-breed speech analytics engine in the market. Using this engine to harness the power of voice data, we are helping organizations find answers to some of their biggest challenges, delivering insights that directly impact customer experience, business performance, and compliance. [www.calljourney.com](http://www.calljourney.com).

**ABOUT QPC**

For more than 20 years, QPC has been at the forefront of contact center innovation. From voice to emerging multi-channel technologies, the company has long led a worldwide debate on the challenges facing customer-facing practitioners and created pioneering solutions to overcome them. [www.qpc.com](http://www.qpc.com)