call journey
AI Powered Voice Analytics

eMite
REAL-TIME INSIGHT

CALL JOURNEY AND EMITE PARTNER UP TO SUPERCHARGE VOICE DISCOVERY AND DATA ANALYSIS, ALLOWING BUSINESSES TO MAKE BETTER DECISIONS, FASTER

AUTOMATE VOICE DISCOVERY.

UNLOCK EVERY CONVERSATION.

With this technology partnership, every word of each call can be transcribed, measured, and interpreted; delivering crucial information about patterns in business performance, customer satisfaction, agent engagement, and much more.

Between "Hello, how can I help you?" and "Thank you! Goodbye" there are thousands of words which contain information about customer emotions, agent performance, company processes and products.

Most organizations analyze only 2% of the voice traffic. Manual Quality Assurance process is time-consuming, expensive, and ineffective.

With Call Journey and eMite, it's easy to apply KPIs to areas that were unmeasured before, and start improving your performance in multiple business areas.

MONITOR AND ANALYZE CONVERSATIONS TO:

- **Control customer-agent interactions**
- **Drive customer satisfaction**
- **Improve agent engagements**
- **Enhance compliance.**

HOW DOES IT WORK?

Call Journey's AI-based Conversation Analytics engine, EVS™ (Emotive Voice Streams) accurately transcribes large volumes of audio recordings into text. Each customer call receives a review with an Emotional Intelligence rating that measures a combination of sentiment and emotion for both caller and agent.

The transcription is fed straight into the eMite Business Intelligence platform, where it can be processed, correlated, presented and interpreted faster than ever before.
With eMite, businesses can quickly zoom in on issues concerning adherence, processes requiring heavy customer effort, misguided offers, and unresolved issues.

The combined Call Journey / eMite integration offers a secure and efficient way of streamlining data discovery. The combined solution extends the ability of eMite customers to make data- driven decisions based on actual conversations happening in the business. eMite customers can quickly turn the Conversation Analytics on in their dashboards and start analyzing phone calls without the hassle of onboarding a new tool.
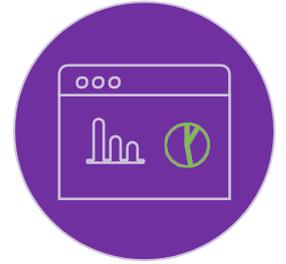

AUDIO SOURCE

EVS EMOTIVE VOICE STREAMS BY *call journey*

eMite REAL-TIME INSIGHT
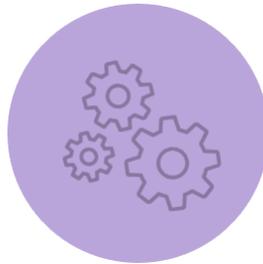
WHAT ARE THE BENEFITS?

Data collected by Call Journey's conversation analytics engine is grouped and visualized in the eMite 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

ABOUT eMITE

eMite is an advanced real-time and historical OOTB Analytics Dashboard and Wallboard solution.

eMite also has integrations with hundreds of third-party solutions, such as Salesforce, ServiceNow, MS Dynamics, SQL, Oracle, Excel, etc. which enables users to correlate and present data from multiple different systems in a single, real-time dashboard.

www.emite.com