



Call Journey and nGUVU to change business landscape with innovative gamification technology



nGUVU is the global leader in contact center employee engagement. In its quest to further improve agent operational metrics, nGUVU partners with Call Journey, the leading pioneer in Conversation Analytics, to provide businesses with an immersive and comprehensive solution in tracking insightful KPI's and boosting agent satisfaction and engagement.

The partnership marries Call Journey's market-leading Conversation Analytics solution, EVS™ (Emotive Voice Streams), and nGUVU's groundbreaking gamification platform, nGAGEMENT, to create a better and more fun everyday work experience for agents.

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nGUVU integrates Conversation Analytics with advanced gamification technology to drive employee engagement, intrinsic motivation and performance

"Agents are the core of one's business. Look after your agents and they, in turn, will look after your customers," said Call Journey CEO Paul Humphrey. "Together, Call Journey and nGUVU can help businesses provide a positive working environment for their employees, not only by keeping them engaged but also by identifying areas that they need to improve on and creating training frameworks that can develop their skills."

nGUVU Chairman and CEO Pierre Donaldson said, "It's no secret that great customer experience is a direct outcome of employee engagement, which is why we give importance to the agents' well-being. With Call Journey's advanced AI-based technology and our innovative gamification solution, we can help businesses initiate recognition, competition and development for their agents in a fun and engaging way."

The partnership is also great news to customers of Genesys, the world leader in omni-channel solutions and QPC, the leading innovator of contact center solutions. Call Journey and nGUVU are Genesys' global partners and are available in Genesys platform. Both companies also have significant ongoing campaigns with QPC that focus more on providing top-notch solution to the Australian market. Together, Call Journey, nGUVU, QPC, and Genesys offer a secure and safe way of streamlining data discovery.

WHAT ARE THE BENEFITS

- Improve Sales Performance
- Find the drivers behind the Net Promoter Score
- Map Customer Journeys
- Automate Compliance and Adherence
- Reduce Customer Churn
- Decrease Workforce Attrition
- Automate Quality Assurance

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.

About [nGUVU](#)

nGUVU offers an employee engagement platform for contact centers. We believe that a job worth doing is worth enjoying while you're doing it. We also believe that the most successful contact centres are the ones that recognize the value of agent engagement, and understand its impact on productivity, profitability, and customer satisfaction.

About [Genesys](#)

Genesys powers more than 25 billion of the world's customer experiences every year. And top-industry analysts agree: Genesys is the only leader in both cloud and on-premises customer experience solutions. Great customer experience drives excellent business outcomes. More than 11,000 companies in over 100 countries trust Genesys. That's how we became the industry's #1 customer experience platform. Helping companies deliver seamless omnichannel customer journeys and build lasting relationships is what we do. From marketing to sales, to serviceSS—make every moment count.

About [QPC](#)

For more than 20 years, QPC has been at the forefront of contact centre 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.