

Call Journey | Topic: Sales Effectiveness|

Subject: Call Journey – Your Global Speech Analytics Solution

**Hello!**

Yes, you need to take calls and make calls. Call Journey can also help you understand those calls and the impact they have on your business.

Listening and understanding what is happening within your sales conversations is the key to unlocking immediate opportunities for increasing sales.

We are proud to offer you Call Journey – a leading global speech analytics solution! Call Journey helps businesses drive sales and revenue performance by providing insights to customer conversations.

- **Maximize Upsell & Cross-sell opportunities**
- **Understand Agent Performance and metrics**
- **Improve Retention & Reduce Churn rates**
- **Automate Script Adherence and Sales Best Practices**
- **Understand Customer Lifecycle and sustainable revenue patterns**

Regardless of your contact center platform or the source of your recorded calls, Call Journey can be ingested into your chosen analytical tools or visualized in Call Journey's native dashboard, dramatically increasing the visibility of what's happening on your business calls and supporting your decision-making process.

### **Performance Improvement and ROI**

Organizations utilizing conversation analytics outperform non-users, and the majority of users see an ROI in 6-12 months. If you would like to learn more and conduct an ROI analysis – let's schedule a brief call.

The bottomline is that Call Journey can improve your bottomline!