



AI Powered Voice Analytics

UNLEASH A WEALTH OF INSIGHTS FROM VOICE DATA WITH CALL JOURNEY AND MICROSOFT

Putting customers at the centre of your business is no longer just a competitive differentiator – it’s a requirement. But how can you provide exceptional customer experience when you don’t even listen to the real Voice of the Customer?

Our most natural customer interface - voice communication, is the ideal source of insights for customer feedback. However, despite billions of minutes of calls still occurring globally, companies on average analyse less than 1% of their customer conversations. This means that a vast goldmine of valuable information on how to improve one’s organization is far from being used to its full potential.

We make it simple for customers to analyse conversational data in their Microsoft environment.



MULTIPLE GLOBAL AUDIO SOURCES



ANALYTICS ECO-SYSTEM



Blazing fast performance



Insights from any data



Engineered for value

VOICE OF THE CUSTOMER NOW WITH VOICE

Your business is made up of thousands and thousands of conversations. Each of them contains a wealth of insights ready to power your business growth. Discover these insights with Call Journey.

Call Journey's solution streamlines the process that allows customers to analyse their voice interactions within Microsoft's Analytics Ecosystem. We have created an environment called **EVS (Emotive Voice Streams)** that seamlessly consumes audio from multiple audio sources and allows customers to assess and view the related conversation data easily in the **Microsoft Analytics Suite** - including *Customer Insights* and *PowerBI* and into *Dynamics 365*. As a speech analytics business with significant global experience, we have the technology, environment and expertise to make it easy for customers to add voice data to their data mix for analysis and insights.

AI, married with advanced Natural Language Processing, make up our industry-leading solution that not only improve Customer Experience but also employee engagement, improve sales performance, reduce risks and bolster compliance.

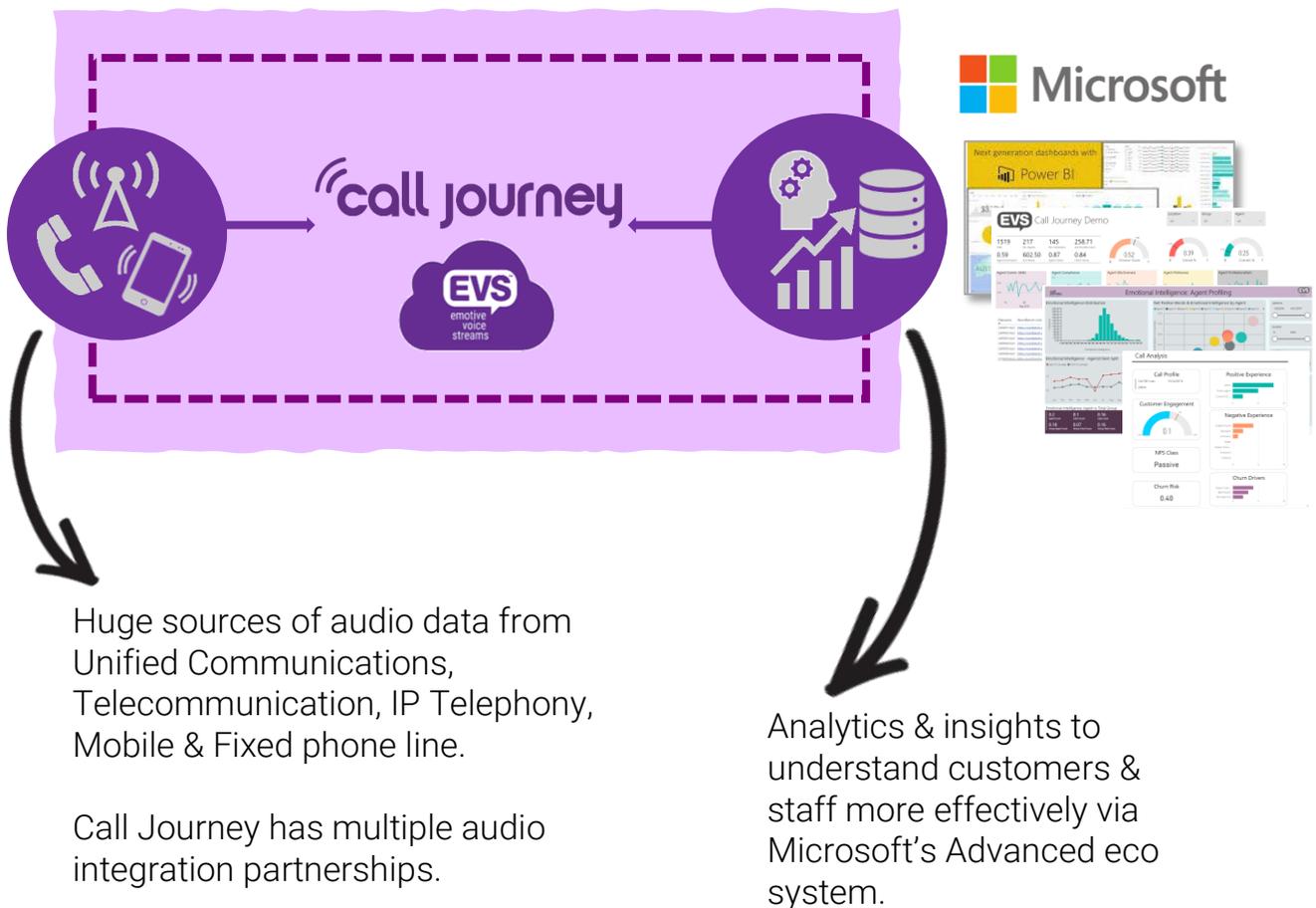
THE ICING ON THE CAKE IS THAT WE HAVE MANY GLOBAL VOICE INTEGRATION SOLUTIONS AND PARTNERSHIPS WHICH MAKES THE MOST DIFFICULT PART OF GETTING HOLD OF AUDIO IN THE RIGHT FORMAT (THERE ARE OVER 300 DIFFERENT VOICE FORMAT STRUCTURES) EASY!

HOW DOES IT WORK?

EVS is an environment that has multiple upstream audio connectors and integrations that takes complex audio and related metadata and ingests it into an environment which can process large volumes of audio from call recordings and breaks them down into searchable text.

The environment allows the interactions to be sorted by emotion, tone, sentiment, keywords, phrases and more, allowing businesses to analyse 100% of their conversations, track compliance, and measure customer satisfaction – all at a click of a button.

CALL JOURNEY BRIDGES THE GAP BETWEEN AUDIO SOURCES & BUSINESS ANALYTICS & INTELLIGENCE, MAKING IT SIMPLER FOR CUSTOMERS TO ANALYSE THEIR DATA.



CONVERSATION ANALYTICS AND ADVANCED CUSTOMER SOLUTIONS

CALL JOURNEY

HAS PRE-BUILT INSIGHT FRAMEWORKS WITHIN THE MICROSOFT ANALYTICS ENVIRONMENT, SO CUSTOMERS SPEED TO READINESS IS SIGNIFICANTLY IMPROVED AND THEY DON'T NEED TO EXIT THE MICROSOFT ECO-SYSTEM TO ANALYSE THEIR DATA.

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 conversation analytics eco system in the market. Using this environment 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.

For more information, visit www.calljourney.com.