

# Tapping into LIVE customer insights during uncertain economic times

Now more than ever there is a significantly heightened need to know what your customers are saying and thinking to be able to react quickly in a short to mid-term timeframe to business pressure points and ultimately longer term to create and enhance a more personalized Voice of The Customer program.

Your customers are (based on what we've already seen, heard and analysed) expressing their concerns; their need to cancel, defer payments for example while facing this global challenge – through phone conversations with your agents.

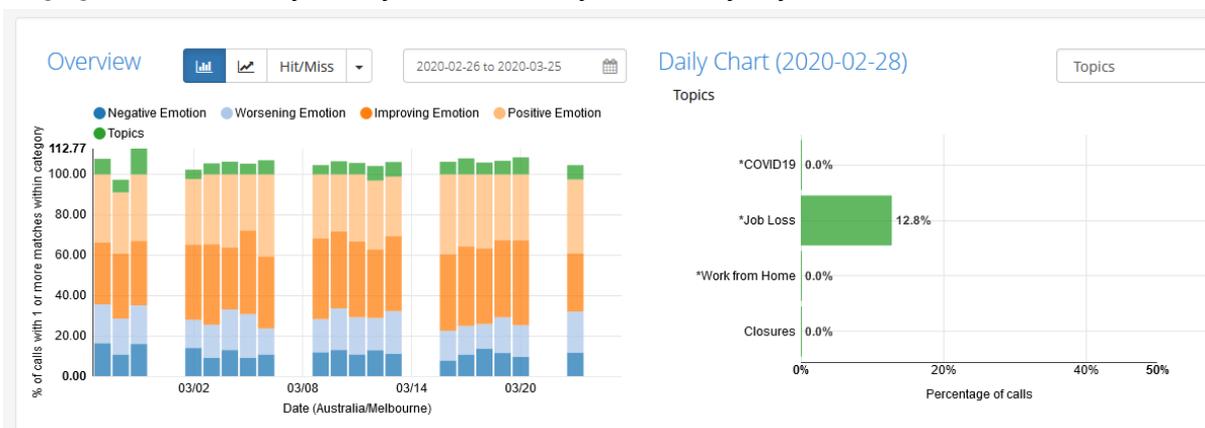
Get ahead with live actionable insights so you can create a sound insights framework for your business to react quickly to customers and business in these challenging times.

Through our partnership with Call Journey, a global Conversation Analytics solutions provider, we've already helped hundreds of customers access an advanced and commercially attractive conversation analytics solution that allows customers to instantly tap into their voice interactions to create actionable data and INSIGHTS.

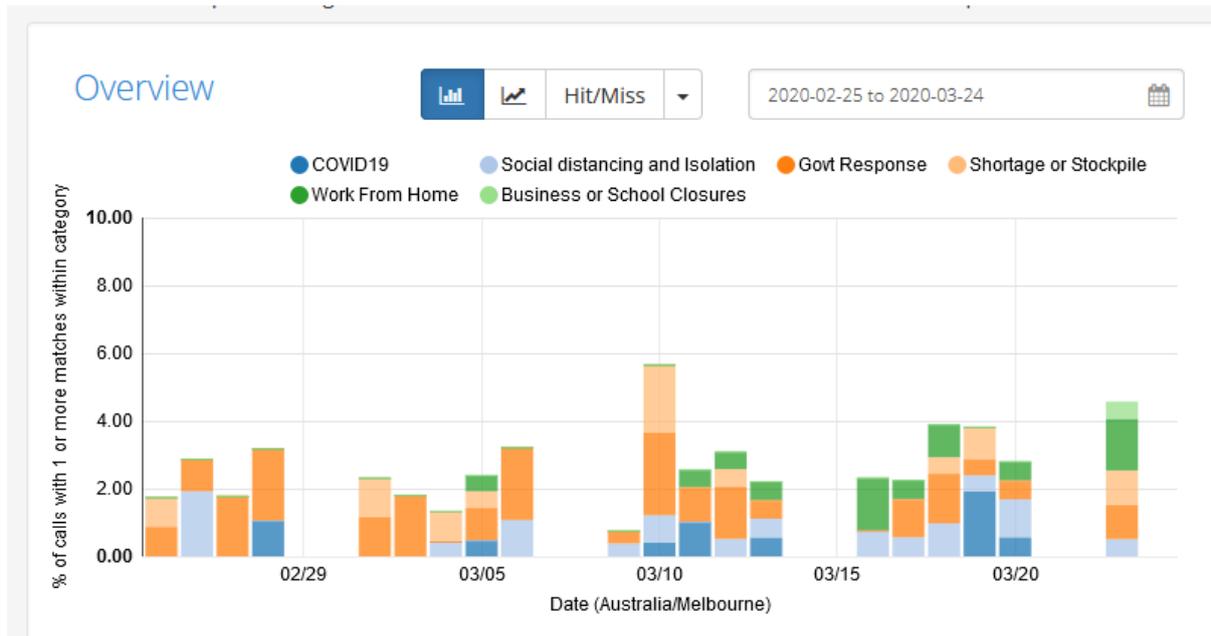
Call Journey processes hundreds of thousands of calls every day. These calls are rich with customer feedback and information about buyers, products, services and agents. Insights from these conversations can help you pinpoint challenges and improve Customer Experience.

In light of present events, Call Journey's dedicated team of software data engineers are in the process of adding new search criteria and search frameworks into its eco system with regards to **COVID-19**. Soon to be added to Call Journey's comprehensive suite of search frameworks will be:

1. An enhanced **employee engagement App**, which further pinpoints their staff's level of engagement intraday, every minute, every call, everyday



1. A specific **COVID-19 App**, which allows customers to get a quick, real-time pulse on customer sentiment and emotion around COVID-19.



Call Journey also has key strategic partnerships with top providers of Customer Experience solutions, including [Genesys](#) and [MICROSOFT](#), and has helped hundreds of businesses tap into their voice interactions and gather valuable insights in just a few clicks of a button.

Please get back in contact with me for more details or alternatively you can contact Call Journey's team as per below:

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