

## It's crucial now more than ever to take a regular pulse of agent engagement with remote workforces

In the face of the current crisis, it's challenging to ensure continuity of business operation, especially with agents still settling into their new work-from-home environment.

In an effort to help ease some of the challenges and give you a fast, enhanced view of how your agents are coping, Inflow, together with Call Journey - our global speech analytics partner - have put together a *get started package* for you to **get up and running NOW!**

Here are some of components of the GENESYS/Call Journey offering for our PureCloud Customers on PC2 or PC3:

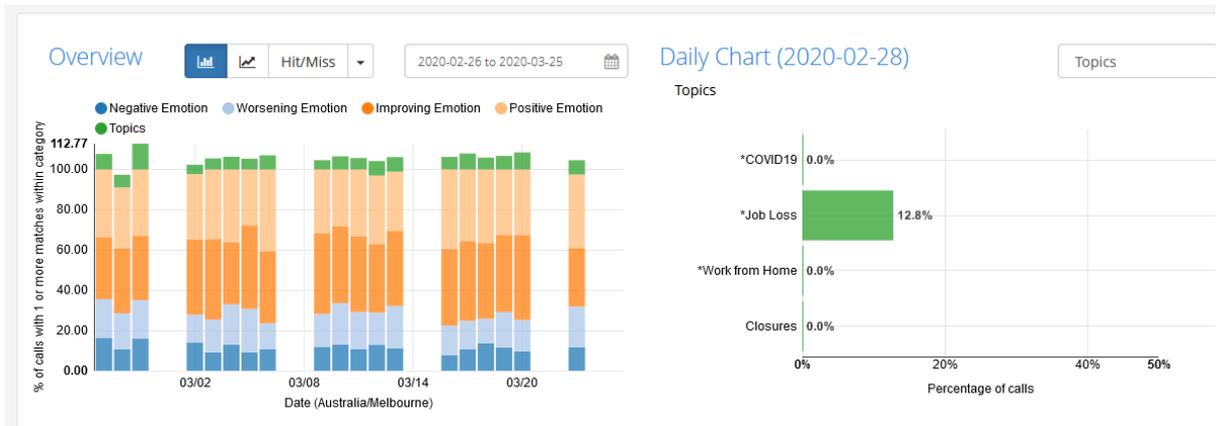
- **Waived onboarding fees** for Genesys PureCloud customers - **get started** with an advanced conversation analytics solution **STRAIGHT AWAY with no integration or set up costs!**
  - Purchase 2000-hour blocks **as needed** for:
    - Audio Processing
    - Transcription
- NO annual commitment.** Consume as needed for the next 90 days to get started
- **Free conversation analytics software** with no licence fees – unlimited users
  - **Low cost barrier of entry** (5 hours of audio processing and insights costs the same as a cup of coffee)

### ***How does it work?***

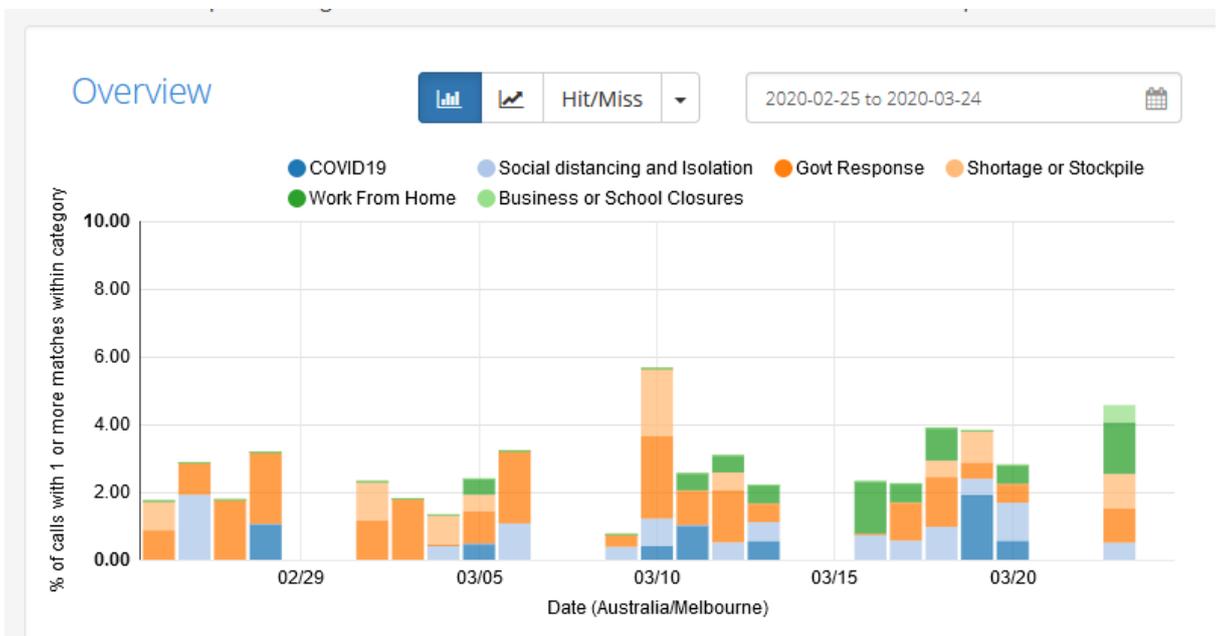
Call Journey is fully integrated with Genesys PureCloud (PC2 and PC3), giving you the ability to instantly monitor agent performance on every customer call and analyse agent performance, engagement, sentiment, and emotion. With Call Journey, you can have a full grasp of your agents' "health and wellbeing" even if they're working remotely from home.

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



2. 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:

**North America/UK:**  
**BRETT MARSH**  
 Call Journey VP for Sales in North America  
 E: [brett.marsh@calljourney.com](mailto:brett.marsh@calljourney.com)

**APAC:**  
**TIMOTHY TAYLOR**  
 Call Journey Regional Director for APAC  
 E: [Tim.Taylor@calljourney.com](mailto:Tim.Taylor@calljourney.com)

