

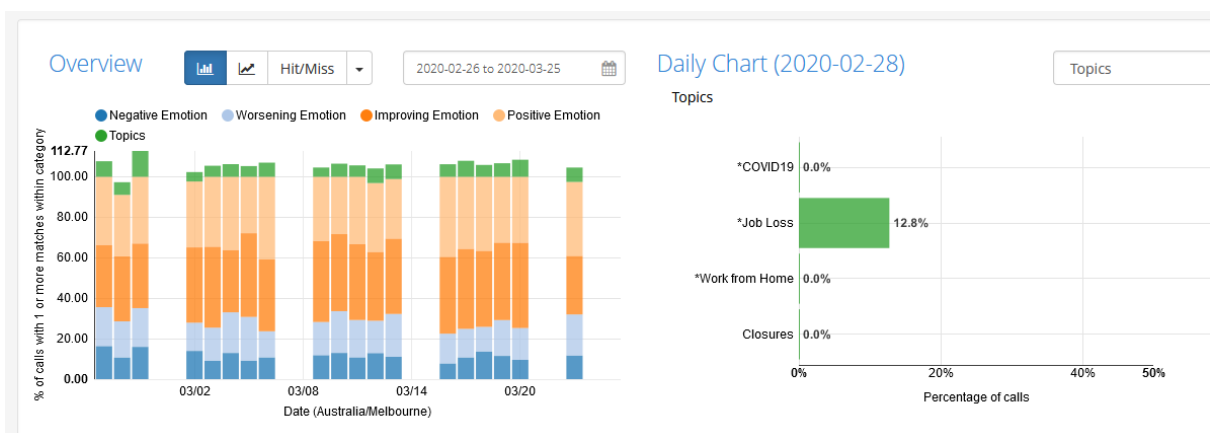
It's crucial now more than ever to take a regular pulse of agent engagement with remote workforces

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.

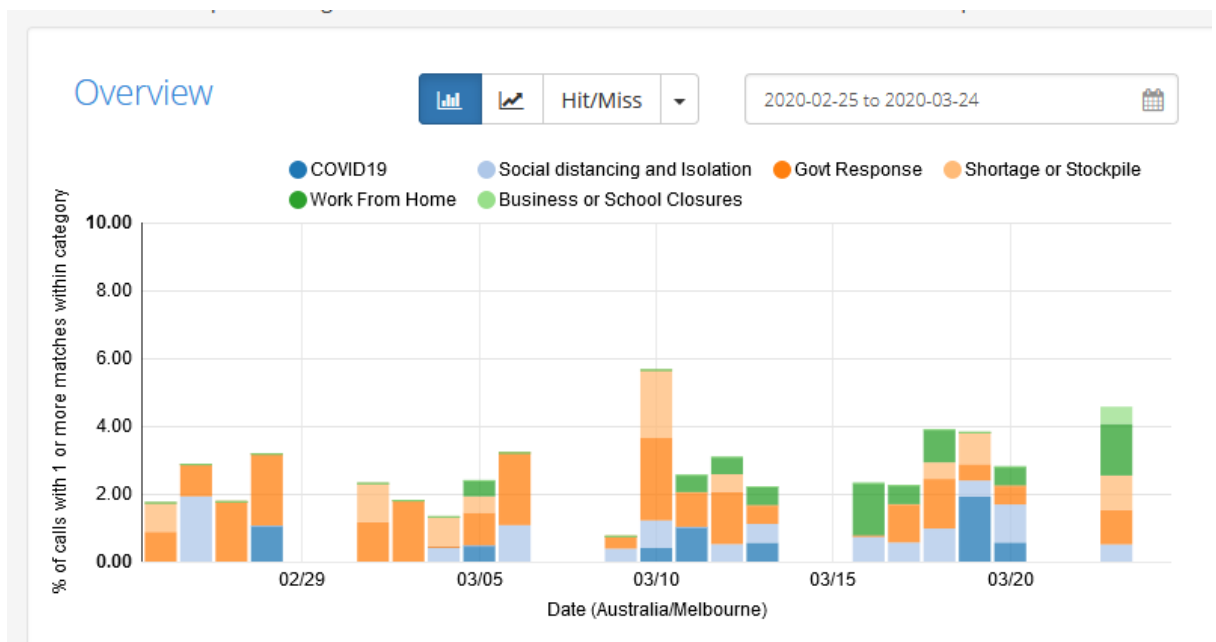
In an effort to help ease some of the challenges and give you a fast, enhanced view of how your agents are coping, our partners from Call Journey, a global speech analytics provide launched a COVID-19 specific search frameworks to help you instantly monitor agent performance on every customer call and 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.

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:

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