

# Avtex and Call Journey Harnesses the Power of Voice Data to Enhance Customer Experience across North America

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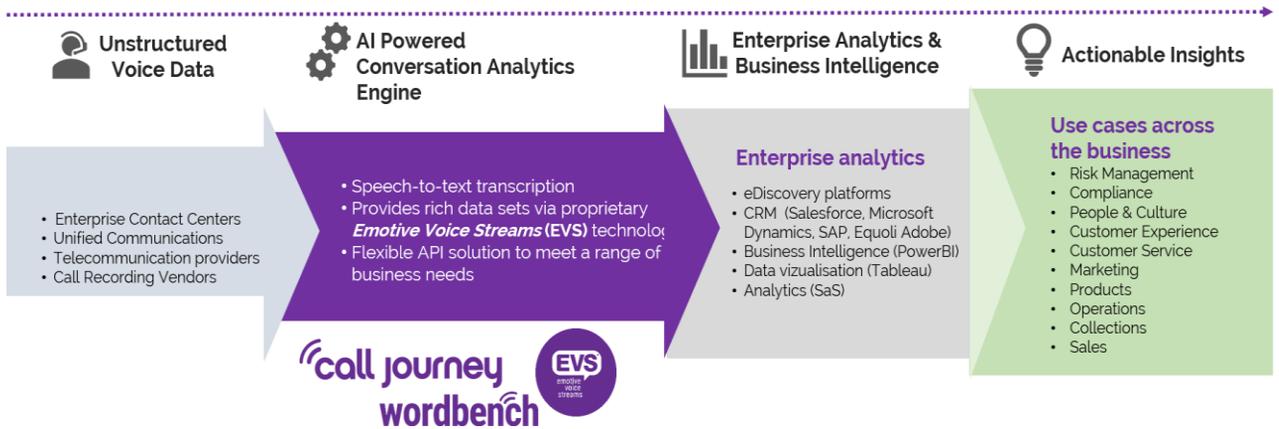


Customer experience is outranking products and services as the main point of differentiation for businesses.



Avtex, a global leader in CX solutions, further strengthens ties with Call Journey, a pioneer in Conversation Analytics technology to help organizations worldwide identify CX gaps, improve the quality of their CX programs, and excel in today's super competitive consumer landscape.

With Avtex expertise in providing end-to-end CX solutions and cutting-edge strategies and Call Journey's AI-Powered Conversation Analytics technology, businesses can find answers to some of their biggest challenges and discover insights that directly impact customer experience, business performance, and compliance.





## Call Journey

### Conversation Analytics Solution

We're all about voice data. Our mission is to unlock every conversation and add the true voice of the customer and employee into their organization's data mix.



"Customer experience is one of the key applications of our Conversation Analytics technology, and we are proud to have partnered with Avtex which focuses in offering optimum CX to its customers," said Paul Humphrey, CEO of Call Journey. "The partnership also further strengthens our market position in North America, enabling us to help more organizations discover the power of voice data in transforming their business. There are also great synergies with Avtex primary partners of Genesys and Microsoft."



#### CUSTOMER EXPERIENCE

We can help you protect and grow your customer base with greater insights into them via conversation insights



#### SECURITY & COMPLIANCE

We make following regulations, fraud prevention and broad script adherence easy and complement existing processes.



#### BUSINESS GROWTH

We deliver enhanced and valuable data which directly affects your bottom line with decreased customer attrition, better workforce training and engagement, fast campaign tracking, ongoing feedback process, and revenue growth.



#### EMPLOYEE ENGAGEMENT

We measure staff engagement on VERY customer interaction!



Both Avtex and Call Journey are partners with CX tech giants, Genesys and Microsoft, making it more efficient and safer for organizations to streamline data discovery.



**AVTEX Genesys Customers**  
(All product sets)

Analyze your Genesys supported voice data for customer/patient/member and employee insights via MICROSOFT



**AVTEX Microsoft Customers**

Analyze your Voice Based customer/patient/member and employee insights via your MICROSOFT environment



### 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 speech analytics engine in the market. Using this engine 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.



### About **Avtex**

At Avtex, we pride ourselves on offering end-to-end Customer Experience services designed to help you build trust with your customers. Whether you need help creating a CX strategy or implementing a piece of technology to support interactions with your customers, we can help. [www.avtex.com](http://www.avtex.com)

