



Oak Innovation and Call Journey Partner To Offer Advanced AI and Conversation Analytics





Through this partnership, partners and customers can now benefit from a ground-breaking boost to Customer Experience and compliance management.

Oak Innovation is an award-winning communications management provider. It recently inked a partnership with Call Journey, a thought-leader in voice data and analytics to provide advanced AI-powered Conversation Analytics to its partners and customers.

“Call Journey provides a market-leading Conversation Analytics technology that greatly complements our own solution,” said Richard Garel-Jones, Product Director at Oak Innovation. “Through this partnership, both our customers and partners can record and analyse their customer conversations for an easier, safer and improved workflow and a more streamlined data discovery. This will have a hugely positive benefit for our customers across both the public and private sector.”

“Call Journey provides a market-leading Conversation Analytics technology that greatly complements our own solution,” said Richard Garel-Jones, Product Director at Oak Innovation.

Paul Humphrey, Call Journey CEO said, “We are proud to have Oak Innovation on board as one of our amazing strategic partnerships. Organisations can now have near real-time insight and better understanding of what their customers and employees are saying. Accessing previously unstructured data (conversations) will accelerate the ability for Oak Innovation customers to make more informed decisions across every aspect of their organization.”



CUSTOMER EXPERIENCE

Garel-Jones added, “Clarify call recording and quality management can be integrated with a wide range of business telephony and unified communications platforms, soon to include Microsoft Teams. We can enable conversation analysis within almost any organization”.

It is much more cost effective to retain and grow an existing customer than to acquire a new one. We can help you protect and grow your customer base with greater insights into them via conversation insights.

Oak Innovation’s years of experience in providing advanced applications and cloud services, coupled with Call Journey’s deep-domain expertise in conversation analytics technology, present Oak Innovation customers and partners with real-time data capture, analysis, and management of all customer and employee conversations, particularly those occurring within their contact centres.

By integrating its state-of-the-art call recording platform and Call Journey’s AI-powered Conversation Analytics technology, Oak Innovation now offers organizations the ability to extract rich, actionable customer and employee insights which can fuel growth, improve CX and agent performance, bolster compliance, automate QA and drive ROI.

Automating QA and expanding coverage to 100% of your voice-based interactions is a smart way to protect your business. We make following regulations, fraud prevention and broad script adherence easy and complement existing processes.



SECURITY AND COMPLIANCE



BUSINESS GROWTH

Call Journey and Microsoft delivers 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.



STAFF ENGAGEMENT

The Harvard Value Profit Chain fundamentally says – “look after your staff and they will look after your customers. Then ask yourself – “How often do I measure how engaged my staff are?” With Microsoft and Call Journey, you can now measure staff engagement on VERY customer interaction!

About Oak Innovation

Since 1987, Oak Innovation have helped organizations across the globe to manage and learn from their communications.

Our award-winning applications and cloud services are designed to increase the value of interaction by supporting a better customer experience, protecting reputation and improving workflow.

With more than 30 years of experience in collecting, processing, analysing and storing communications data, our recording, reporting and integration portfolios help businesses of all sizes to manage communications more effectively. We assist busy front-line operations with intuitive user interfaces, clever capabilities that highlight concerns and exceptions, and an ability to integrate technology elements to improve workflow and adherence to policy. For more information, visit www.oakinnovate.com or follow our social media pages: [LinkedIn](#) and [Twitter](#).



call journey

AI Powered Voice Analytics

About Call Journey

Call Journey is all about Voice Data. Our mission is to unlock every business conversation and add Voice into the Enterprise data mix. Our passionate Conversation experts bring together Natural Language Processing and Artificial Intelligence to create an industry-leading Conversation analytics ecosystem. Using this technology to harness the power of voice data, we're helping organizations find answers to some of their biggest challenges by delivering insights that directly impact customer experience, business performance, risk management & compliance. For more information, visit www.calljourney.com or follow us at our social media pages: [LinkedIn](#), [Twitter](#) and [Facebook](#).