

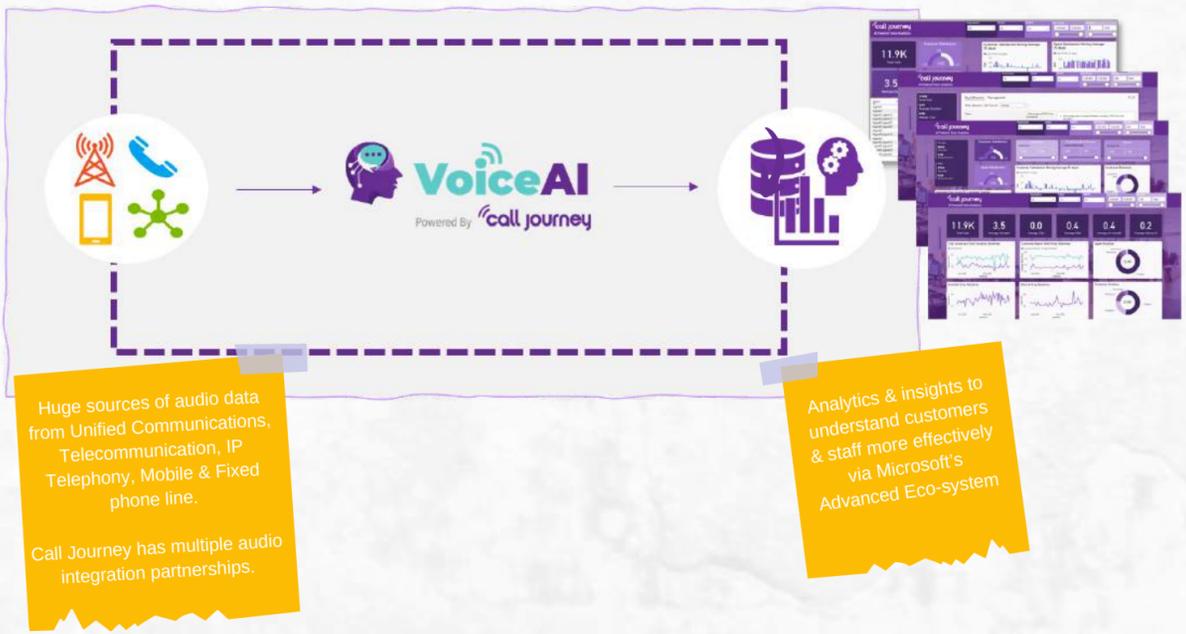


# UNLEASH A WEALTH OF INSIGHTS WITH CALL JOURNEY AND MICROSOFT

Putting customers at the center of your business is no longer just a competitive differentiator – it’s a requirement. But how can you provide exceptional customer experience when you don’t even listen to the real Voice of the Customer?

Our most natural customer interface - voice communication, is the ideal source of insights for customer feedback. However, despite millions of minutes of calls still occurring globally, companies on average

analyze less than 1% of their customer conversations. This means that a vast goldmine of valuable information on how to improve one’s organization is far from being used to its full potential. We make it simple for customers to analyze conversational data in their Microsoft environment.



## VOICE OF THE CUSTOMER NOW WITH VOICE

Your business is made up of thousands and thousands of conversations. Each of them contains a wealth of insights ready to power your business growth. Discover these insights with Call Journey.

Call Journey’s solution streamlines the process that allows customers to analyse their voice interactions within Microsoft’s Analytics Ecosystem. We have created an environment called VoiceAI that seamlessly consumes audio from multiple audio sources and allows customers to assess and view the related conversation data easily in the Microsoft Analytics Suite - including Customer Insights and PowerBI and into Dynamics 365. As a speech analytics business with significant global

experience, we have the technology, environment and expertise to make it easy for customers to add voice data to their data mix for analysis and insights.

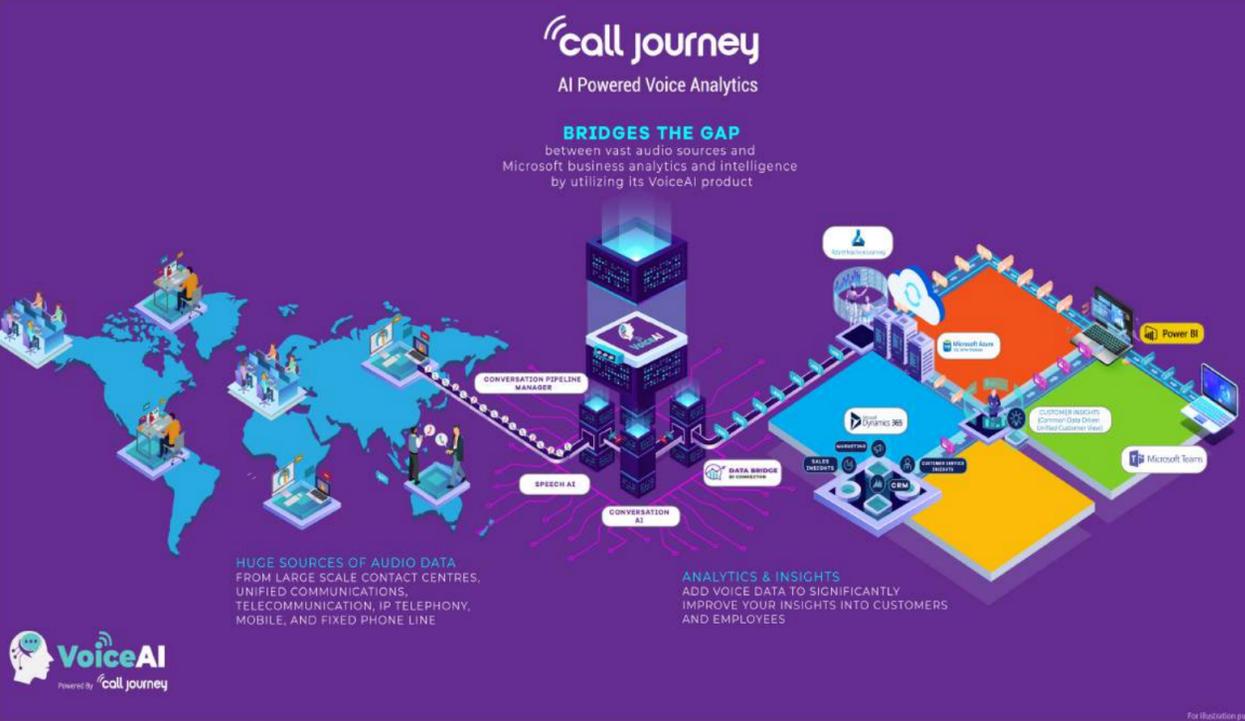
AI, married with advanced Natural Language Processing, make up our industry-leading solution that not only improve Customer Experience but also employee engagement, improve sales performance, reduce risks and bolster compliance.

The icing on the cake is that we have many global voice integration solutions and partnerships which makes the most difficult part of getting hold of audio in the right format (there are over 300 different voice format structures) easy!

### HOW DOES IT WORK?

VoiceAI is an environment that has multiple upstream audio connectors and integrations that takes complex audio and related metadata and ingests it into an environment which can process large volumes of audio from call recordings and breaks them down into searchable text.

The environment allows the interactions to be sorted by emotion, tone, sentiment, keywords, phrases and more, allowing businesses to analyse 100% of their conversations, track compliance, and measure customer satisfaction – all at a click of a button.



## Conversation Analytics and Advanced Customer Solutions



has pre-built insight frameworks within the Microsoft Analytics Environment so CUSTOMERS SPEED TO READINES is significantly Improved and they don’t need to exit the Microsoft eco system to analyse their data.

### 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 conversation analytics eco system in the market. Using this environment 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.

For more information, visit [www.calljourney.com](http://www.calljourney.com).