

Conversation Intelligence: Surefire solution to boost NPS by at least 23%



We partner with and offer the leading solutions that drive improved Customer Experience.

Case in point: **Call Journey – our global speech analytics partner!**

Call Journey helps businesses listen better, transforming customer experience using insights from customer conversations, and they can help you regardless of your contact center platform.

Your business processes hundreds of calls every day. These calls are rich with customer feedback and information about your buyers, products, processes and agents. Insights from these conversations can help you pinpoint challenges and improve Customer Experience.



Increase NPS and CSAT score by 23%



Reduce churn and lapse rate by 18%



Understand Customer effort and cancellation risks



Drive agent performance and improve employee engagement by at least 34%

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83% of all companies still list customer experience in their top 3 business strategies, and many of these organizations have “Voice of the Customer” programs without leveraging the most important data – the actual VOICE of the customer.

How does it work?

AGC Networks presents [Call Journey](#), a leading Conversation Analytics solution which provides a secure and efficient way of streamlining your data discovery. The solution is also one of the most flexible on the market; providing services both via Cloud and On-Premise – regardless of your contact center platform.

Data produced by Call Journey can be ingested into your chosen analytical tools or visualized in Call Journey's native dashboard, dramatically increasing the visibility of what's happening on your business calls and supporting your decision-making process.

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