

# Analyse 100% of your Customer Interaction with Conversation Intelligence



Companies face risk from every direction, both internal and external. Mitigating these risks is a challenge, especially since monitoring everything your employees say and do is nearly impossible. Now you can monitor and analyze every conversation across the enterprise, allowing you to effectively manage your risk and automate your QA & Compliance process.

- Remove the limitation of manual review and small call samples.
- Get instant insights from 100% of your customer interactions
- Monitor conversations for fraud, abuse, bad agent practices
- Prepare for audit and avoid risks of lawsuits and fines
- Protect privacy and monitor privacy & regulatory compliance policies
- Analyse for competitive advantage, gaps and opportunities

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## 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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