

# Get to the bottomline fast with Conversation Intelligence



Listening and understanding what is happening within your sales conversations is the key to unlocking immediate opportunities for increasing sales. **AGC Networks** can help you understand those calls and the impact they have on your business.

AGC Networks is proud to present you Call Journey - a leading global voice analytics solution! Via Call Journey's VoiceAI, we help businesses drive sales and revenue performance by providing insights to customer conversations.

- Maximize Upsell & Cross-sell opportunities
- Understand Agent Performance and metrics
- Improve Retention & Reduce Churn rates by at least 23%
- Automate Script Adherence and Sales Best Practices
- Understand Customer Lifecycle and sustainable revenue patterns

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Regardless of your contact center platform or the source of your recorded calls, 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.

## Performance Improvement and ROI

Organizations utilizing conversation analytics outperform non-users, and the majority of users see an ROI in 6-12 months. If you would like to learn more and conduct an ROI analysis – let's schedule a brief call.

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