

COST-EFFICIENT AI TECHNOLOGY

Although contact centers are well-versed in minimizing costs, streamlining interactions, and boosting agent productivity, they often rely on conventional data sets lacking crucial information, insights, and intelligence from real customer interactions and experiences. Call Journey CI's cutting-edge AI technology allows for more accurate, detailed insights into customer interactions.

EMPOWERED DECISIONS

Call Journey' CI's technology empowers leaders with the right insights to make customer-centric decisions. By doing most of the heavy lifting, Call Journey CI enables organizations to focus on the things that matter, without having to worry about arduous data analysis and coverage.

Call Journey CI delivers unparalleled insights via Interaction AI to help organizations understand their customers and people better...

...so they can do better.

Specializing in speech and text analytics that augment quality assurance, Call Journey CI ingests, analyzes, enriches, and scores vast amounts of unstructured data, categorizing and triaging what matters.



The Conversation
Intelligence Company

Small moments, deep insights

OUR CONTACT

E-MAIL

SALES@CALLJOURNEY.COM
SUPPORT@CALLJOURNEY.COM

WEBSITE

WWW.CALLJOURNEY.COM



HOW IT WORKS

Call Journey Ci uses the latest Artificial Intelligence (AI) and Natural Language Processing and Understanding (NLP/NLU) to develop a groundbreaking Conversation Intelligence Ecosystem with a sophisticated rules engine, advanced analytics, and acoustic modeling.

The technology ingests, analyzes, and triages vast quantities of macro and micro data to create a complete picture of the customer and their journey.

Call Journey Ci is the most flexible solution in the market today, offering a range of languages and accent-based models. Businesses can plug into our technology via the cloud or on-premise. Call Journey Ci's data engine delivers insights to your chosen analytics platform, or you can easily digest analysis via our visual dashboard.

Conversation intelligence helps organizations and their representatives to better understand and engage with customers, leading to a more personalized, cost-effective, and timely customer experience. It also provides valuable insights for ongoing improvement.

Time saving

Automatically transcribe and analyze customer conversation via AI to allow your agents and team leaders to focus on more valuable tasks (i.e., solving customer problems, upselling, coaching for performance Improvement).

Actionable insights

Analyze calls to surface patterns that help you make better, more informed decisions.

Improve customer experience

Understand customer needs and pain points to increase customer loyalty and repeat business.

Better coaching

Quickly identify areas your agents can improve to enhance their communication skills or product knowledge.

FEATURES

- ✓ **Advanced Sentiment & Acoustic Modelling**
What was said (sentiment) and how it was said (acoustic)
- ✓ **>95% Transcription Accuracy**
- ✓ **Multi-channel**
Supports voice, email, live chat, and other text-based communications
- ✓ **Multi-language**
Advanced ASR supporting various languages, accents, and industry jargon
- ✓ **Easy to configure**
Pre-built, out-of-the-box, and easily configurable search models
- ✓ **Fast Implementation**
Easily accessible in your preferred BI and analytics platform.

www.calljourney.com