Small Moments, Deep Insights

Conversation Intelligence, High-Powered
Analytics, Always-On

CALL JOURNEYci

Genesys Cloud:
Setting up a Call Journey
WordBench Transcription
and Conversation
Analytics Integration

Augmenting Voice-Based Data For Your Business

Prerequisites

- PureCloud 2 or 3 license.

- A Call Journey WordBench account.

    o For more information, see https://www.calljourney.com/products/wordbench/

    o To sign up to WordBench, see https://wordbench.calljourney.com/

- A Call Journey WordBench auth token. This will be available within WordBench under Settings > Accounts once your WordBench registration has been approved.

- A folder configured in Call Journey WordBench for uploading recordings to transcribe. For more information about configuring a folder, see the WordBench Management Guide which is available under the Help menu in WordBench).

- Call Journey integration turned on for your PureCloud organization. Contact PureCloud Customer Care to have this option enabled.

Call Journey's WordBench transcription and speech analytics dashboard allows businesses to transcribe PureCloud policy-based recordings. After the integration set up, a policy option can be selected to transcribe all recordings that the policy matches. Access transcribed recordings through WordBench, which also provides information based on those transcriptions. View analytics about customer and agent emotion, search for specific words or phrases, and create Apps to group calls into categories.

Integration Manual

1. Click Admin.

2. Under Integrations, click Integrations.

3. Click Add Integration.

4. Find the Call Journey WordBench Transcription integration and click Install.

5. Click the Configuration tab.

6. In the transcribeURL box, type the URL of your Call Journey WordBench server.

    The transcribeURL uses the following format: https://{server-address}/transcribe/{short-orgname}/{folder-name} Server-address: the address of your Call Journey WordBench server Short-orgname: the Short Name of your organization from your WordBench Settings > Accounts page. Folder-name: the folder where you want to upload your recordings into. Folders list: WordBench Settings > Folders page. Example: https://wordbench.calljourney.com/transcribe/PureCloud/QMStereo

7. Click Credentials.

8. Click Configure.

9.   Paste your auth token into the Auth Token box.

10.   Paste the token into second box to confirm.

11.   Click Ok.

12.   Click the Integration Details tab.

13.   In the Name box, type a name for the integration.

14.   Under Status, click the Active/Inactive switch to activate the integration.

15.   Click Yes to confirm that you want to activate.

16.   Click Save.

17.   After you set up the integration, you can use policies to specify which recordings to transcribe.

18.   Select Transcribe Audio to transcribe the audio for interactions that the policy covers.