



CALL JOURNEY^{ci}

Conversation Intelligence

Customer experience analytics meets CX
Quality Assurance - the best of both worlds





What is Call Journey CI?

Call Journey CI is a highly secure analytical platform taking customer conversation excavation to new levels. It starts by digging deeper than anyone else, and ends as business intelligence gold right in the palms of your decision-makers.

We harness the best in NLP, deep machine learning, and the latest AI to create a deeply-layered understanding of the customer experience, including leading and lagging indicators of dissatisfaction and customer loyalty. In short, we power the feedback loops that power your business.



Our approach to data storytelling

+ Your analytics tools shouldn't make your life harder

For truly customer-centric companies, conversation intelligence can be your greatest asset...provided you're able to harness it. We focus on decomplexifying customer analytics and making it readily available to your key decision makers.

+ AI can level-up your data storytelling

With simplicity and convenience being taken to the next level by emerging technologies like generative AI, Call Journey is taking a step forward by not only providing a deep, layered analysis of our users' core concerns (like customer experience, risk mitigation and cost efficiency), but also packaging that up into shareable recommendations to help close the feedback loop.

+ AI-powered analytics shouldn't come at the cost of security

Call Journey CI is committed to improving data democratization within your organization, allowing you to reap the benefits of shared intelligence while maintaining your compliance obligations. Comprehensive security controls allow you to access and share intelligence safely and securely, compliant with leading security frameworks including SOC 2, HIPAA, GDPR, CCPA, RegTech and Australian Fintech.

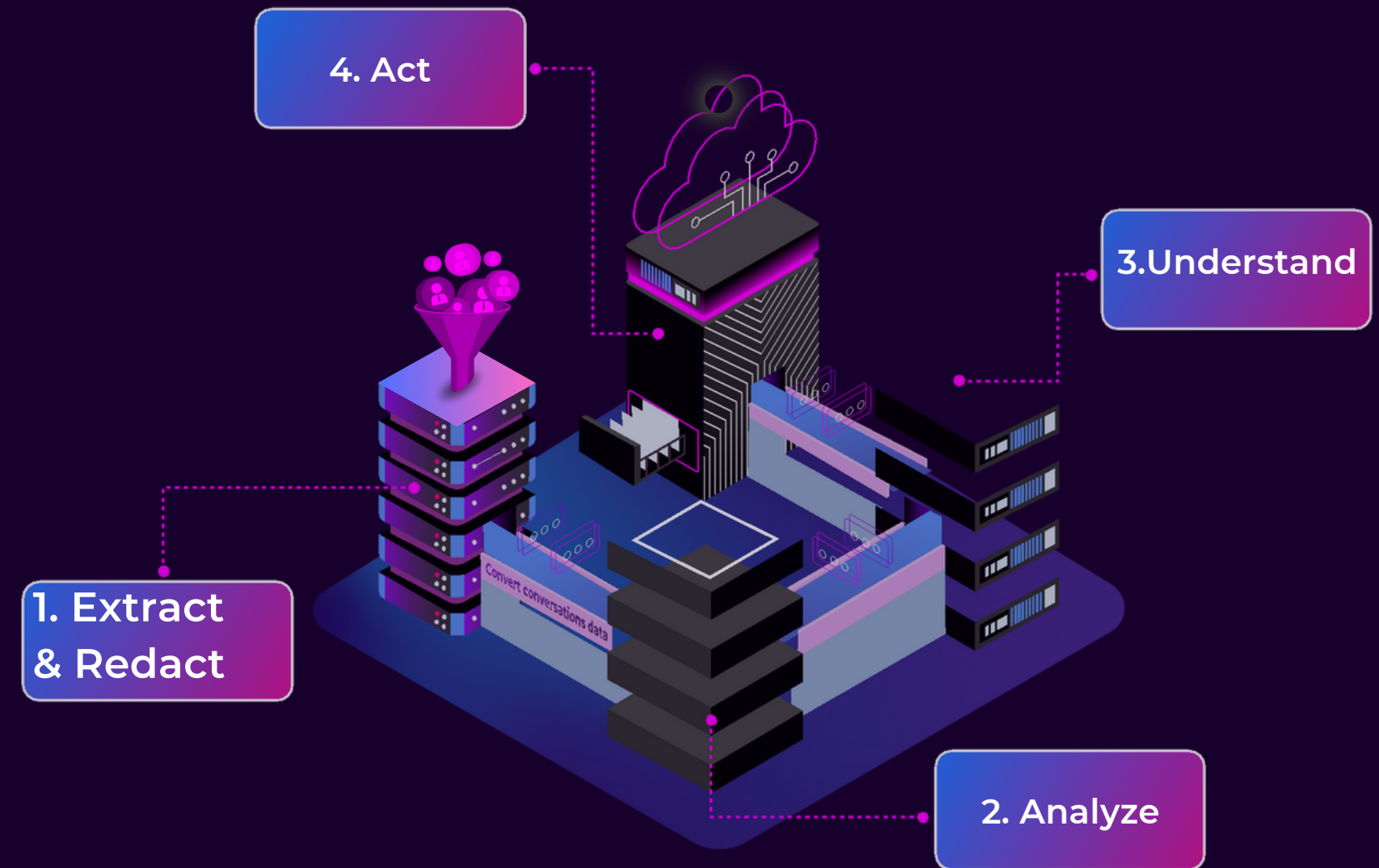
+ Reactive is good, but proactive is better

While undoubtedly useful, traditional customer metrics like AHT and FCR, as well as data collection methods like surveys, tell their story in retrospect. Companies relying on this data are able to be *reactive*, but not necessarily *proactive*. We take these core metrics and overlay advanced data science to give you the intelligence you need to be able to act.



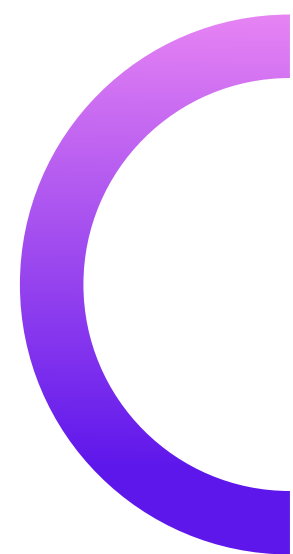
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How It works



Our approach is all about granularity and shareability. We offer deep and context-aware results, giving you a clear understanding of the real reasons behind business-critical issues.





Power the feedback loops that power your business with our **CX Analytics**



Empower your decision makers with **quantifiable customer intelligence**

Call Journey CI doesn't stop at qualitative analysis alone. Our results are supported by both **quantitative and qualitative data**, providing a comprehensive view of your customers' interactions.

This holistic approach ensures you have the necessary evidence to drive meaningful change within your organization, getting as granular as possible.



Customer intelligence made **searchable, sortable and shareable**

Our precise **multilingual transcription and speech analytics** services enable capturing and organizing customer conversations for effortless search, sorting, and sharing.

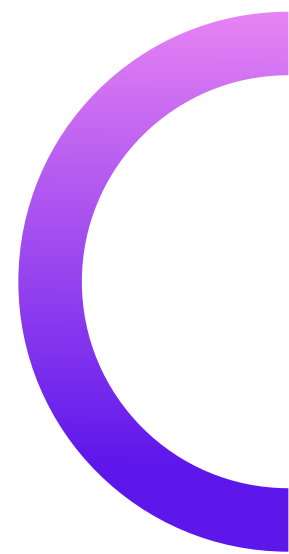
Our **conversation analysis models** reveal trends and pinpoint **underlying causes of customer concerns and customer effort**. We ensure these insights are accessible beyond customer-facing teams through secure methods like PII redaction and BI reporting.



Create a **secure shared knowledge base**

We utilize **PII Redaction** on transcripts to facilitate secure insight-sharing, ensuring customer data protection and compliance. Our ready-to-use **BI reports** help close feedback loops across the business, and our open architecture enables businesses to extract and analyze in as much depth as needed.





Leave no stone unturned with our **Quality Assurance** capabilities



Automated interaction scoring, reducing your call monitoring effort and cost by 350%

Our **automated scorecard** will replicate or improve on your current quality assurance framework, scorecard questions and scoring matrix.

The solution automatically analyses and scores 100% of customer interactions, automatically flagging low-scoring interactions that should be reviewed, enabling users to drill down to a precise issue.

Quality assurance teams will spend significantly **less time listening and scoring and more time delivering engaging, data-driven feedback** to agents.



Superior complaints auditing with root cause analysis

Root cause analysis of complaints and dissatisfaction, as well as productivity issues such as low FCR and high AHT, allows for a **full-spectrum diagnosis of the issues plaguing your customer frontlines**.

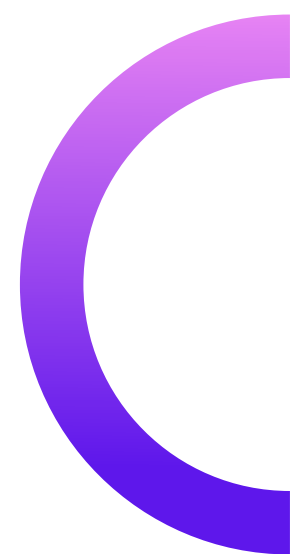
Our technology traces the **leading and lagging** indicators that contribute to suboptimal results, allowing your leaders to take proactive, preventative action.



Uncovering hidden productivity and CX opportunities with unique data science

Our platform enables you to deliver a high-quality customer experience by **spotlighting hidden issues that contribute to negative AHT and FCR outcomes**. Call Dissection allows you to determine what portion of your calls is driving the most problems, and fix the problem before it proliferates.





Put trust at the forefront with our highly-secure ecosystem



Hybrid PII/PCI Redaction

- **Redaction** of personal information from transcriptions and audio
- Deployable either **on-premise** or **via cloud**



Encryption of data-at-rest and data-in-transit

- All data is **encrypted in transit** with TLS V1.2
- All data is **encrypted at rest** with 256-bit Advanced Encryption Standard (AES-256)



Secure access via SSO and MFA

- The Call Journey CI SaaS product supports SSO via the Azure Active Directory provider.
- MFA is supported via integration with your SSO provider
- All production systems require MFA authentication.



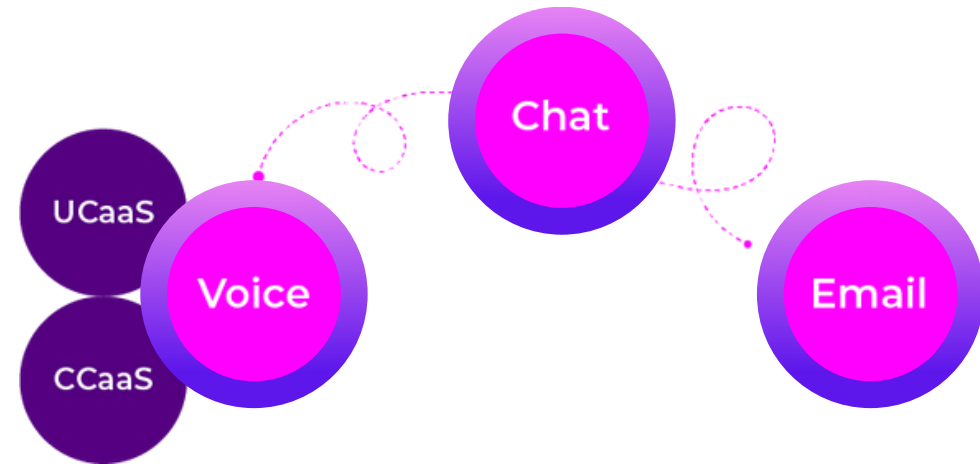
Strict policies and procedures as part of preventative and proactive security measures

- Change and configuration management
- Vulnerability management program
- Change and configuration management
- Incident response plan
- Monitoring and alerting of security events
- Employee and contractor training and access management



Ecosystem Overview

Data Source



Toolbox

| | | | | | |
|---------------------------|--------------------------|-----------------------------|-----------------------|-------------------------|------------------------|
| Call Recording | Transcription | Speech Recognition | Text Analytics | Sentiment Analysis | Keyword Tracking |
| Topic Analysis | Conversation Search | Conversation Categorization | Data Visualization | Performance Metrics | Customizable Dashboard |
| Near Real-Time Monitoring | Alerts and Notifications | Seamless Integration | Coaching and Training | Compliance and Security | Voice Analytics |
| Interaction Intelligence | Feedback Capture | Cross-Functional Sharing | Automated Workflows | Predictive Analytics | Contextual Insights |
| Multi-language | Mobile Access | Scoring | Triage | Call Summarization | Call Decomposition |
| Root Cause Analysis | Call Drivers | Risk Analysis | Acoustic Analysis | Linguistic Analysis | First Call Resolution |

Measurable Impact



Democratizable Data Outcomes

| | | |
|--|--|--|
| Customer Success <ul style="list-style-type: none"> Insights Satisfaction Engagement Loyalty Personalization Efficiency | Agent Performance <ul style="list-style-type: none"> Coaching Feedback Training Monitoring Efficiency Improvement | Compliance & Security <ul style="list-style-type: none"> Security Compliance Privacy Monitoring Encryption Risk |
| Operational Efficiency <ul style="list-style-type: none"> Profitability Efficiency Cost-effective Optimization Revenue Impact | ROI <ul style="list-style-type: none"> Profitability Efficiency Cost-effective Optimization Revenue Impact | KPI <ul style="list-style-type: none"> First Call Resolution (FCR) Average Handle Time (AHT) Customer Satisfaction (CSAT) Service Level Abandonment Rate Occupancy Rate |

Output



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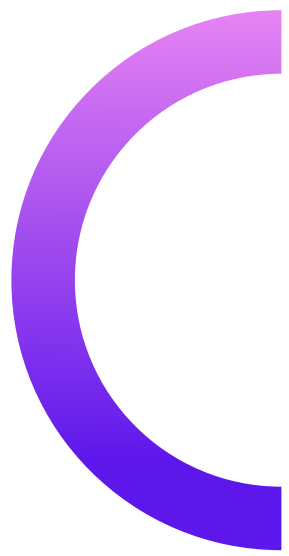
Helping you win

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Call Journey CI is trusted by a vast number of customers, partners, and cybersecurity bodies.

Our platform has helped our customers save millions of dollars in productivity gains, as well as identifying major commercial opportunities and delivering critical intelligence back into the hands of decision makers.





Trusted by many customers across multiple industries

| Banking and Financial Services | | Healthcare | Public Sector | Others |
|--|--|--|---|--|
| Insurance Defence Health FMG smartsalary SquareMouth CAPTURENET Insurance Risk Partners | Banks, Credit Unions, Etc. BANK OF AMERICA EDELMAN FINANCIAL SERVICES affirm jack henry & ASSOCIATES INC. STATE DEPARTMENT FEDERAL CREDIT UNION DEERE EMPLOYEES CREDIT UNION Latitude Financial Services ARAG sunsuper earnup Rivermark COMMUNITY CREDIT UNION Bank of Hawaii | Unity BPO Pfizer Independent Health Integral Care BD brms CONNECTEDCARE STERIS ROCHESTER REGIONAL HEALTH Anglicare LifeVantage | NATA EMS City of Saskatoon GLADSTONE REGIONAL COUNCIL Compassion LERETA serco | DELTA GATE 1 TRAVEL Stellar Uplift eventbrite DEMATIC ACQUISITION TECHNOLOGIES DATARAFT iHire mazda seek SONIC. H&H ENERGY AND WATER OMBUDSMAN DEAKIN UNIVERSITY |

All industries of Fortune 500 represented in the customer base.



Trusted by many partners

Partnerships with key
Global Organizations at
the top of their industry

Contact Center Technology & Services

 GENESYS™

 avtex

 QPC™ better data, better decisions

 Inflow
COMMUNICATIONS

 **CXM**
Recording and Quality Monitoring

 Spark™

 Pyrios

 contactspace

 COLOURED
LINES

Advanced Analytics

 sas

 BizData
Broader Perspective. Better Decisions.

Call Recording Technology

 CallCabinet

 oak
innovation

CX Consulting

 MAINTRAX
BUSINESS ANALYTICS

 UC Architects

High growth Tech

 Microsoft

QA as a Service

 ZEROVARIANCE

 BPA
QUALITY
A VERINT Partner

BPO

 CONNEQT
BUSINESS SOLUTIONS LIMITED

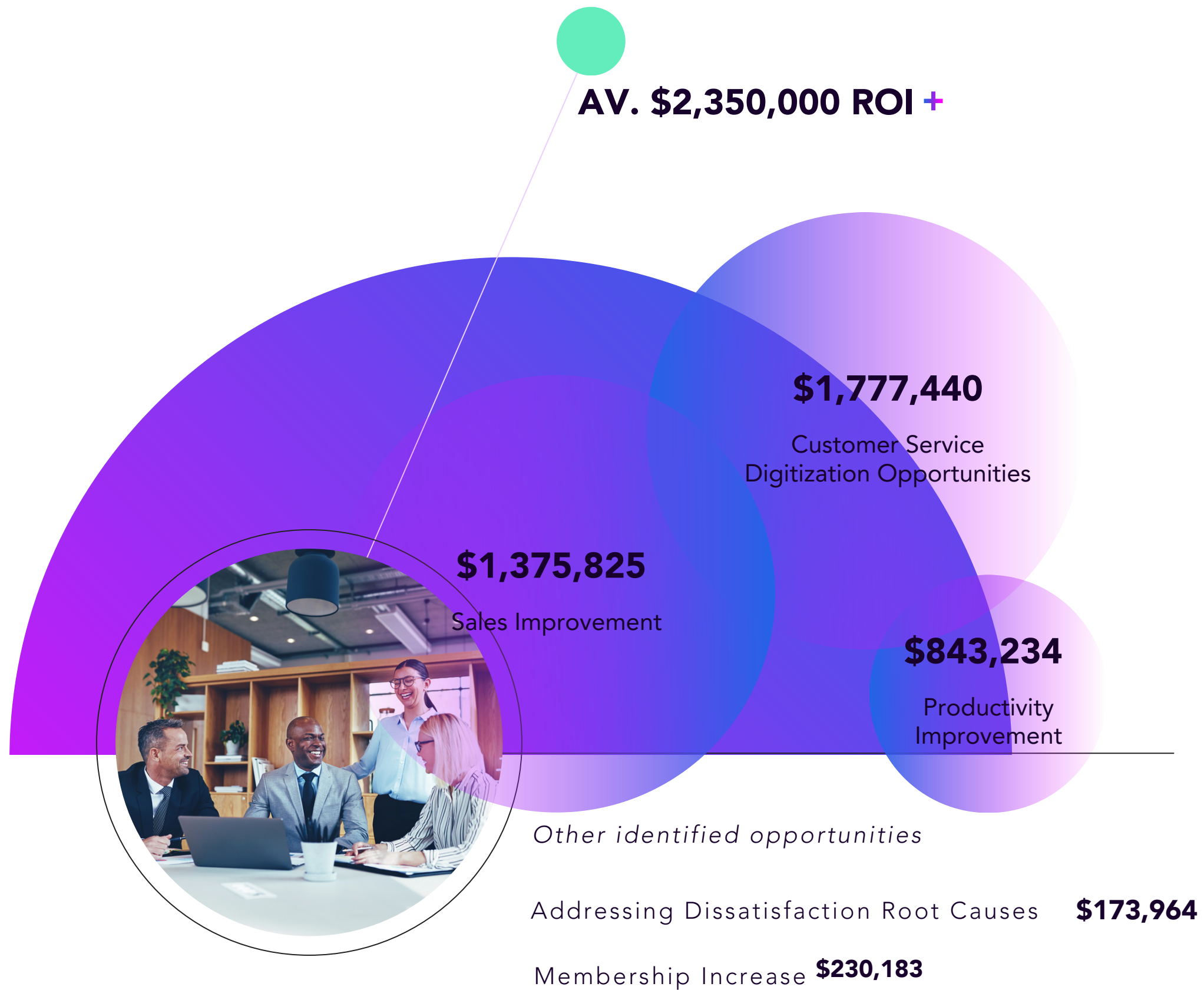
 probeCX
NEXT GENERATION DRIVEN

Management Consulting

 McKinsey
& Company

 pwc





Results that speak for themselves

By moving beyond traditional speech analytics and embracing the power of conversation intelligence, Call Journey CI's recent customer projects uncovered an average of \$2,350,000 in annual ROI opportunities.

Our team of data scientists have innovated models that measure sentiment, analyze agent communication skills, and deep-dive on call drivers to tap into conversations and reveal both cost-saving opportunities and additional revenue opportunities for major ROI.



Level up with conversation intelligence



www.calljourney.com



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