

 **call journey**

AI Powered Voice Analytics

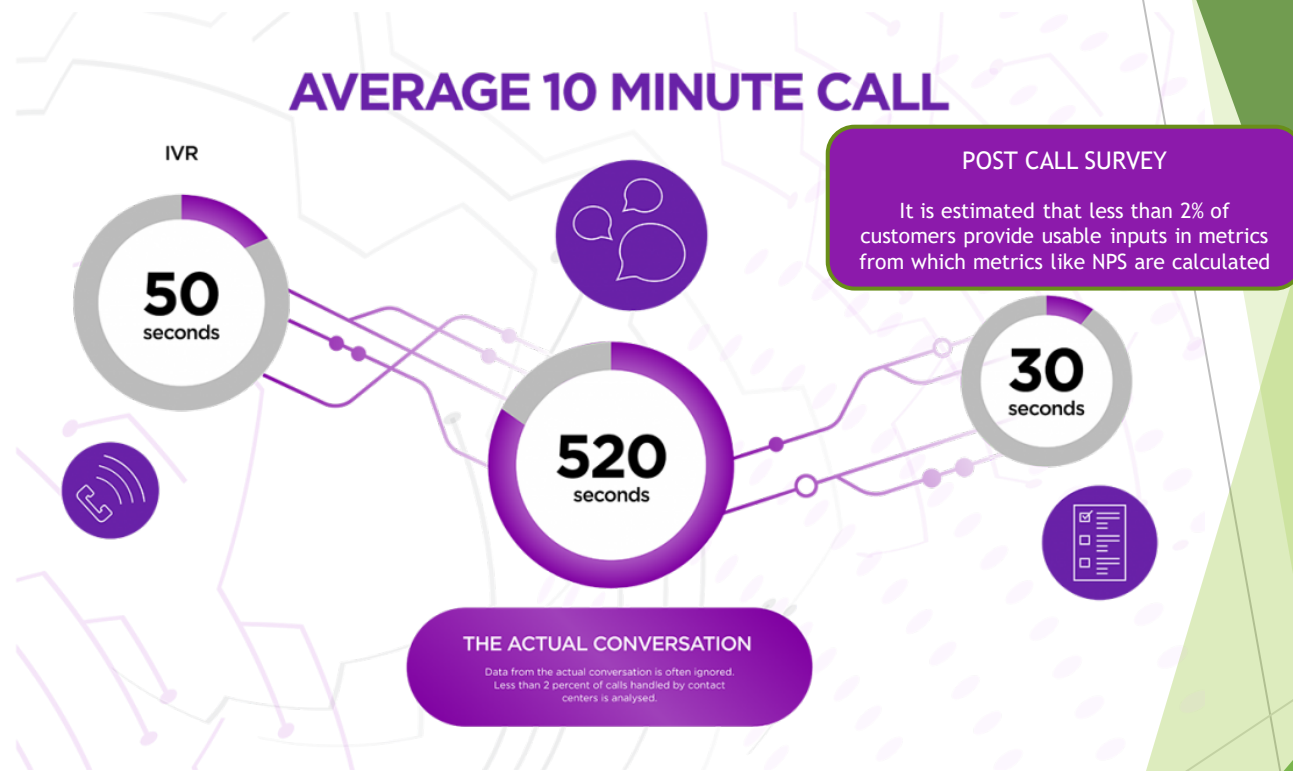


Inflow
COMMUNICATIONS

Inflow Communications
drives innovative
contact center experience
with Call Journey

Inflow Communications is a powerhouse in innovative contact center experience by offering ground-breaking technologies, proven methodology and data. To further help businesses in their contact center journeys, Inflow partners with Call Journey, thought leader in Conversation Analytics space, to optimize and unlock the real Voice of the Customer.

“Our partnership with Inflow enables more businesses to discover their contact center’s full potential. Call Journey technology and Inflow’s innovative strategies can lead organizations to realize how their voice conversations can be a vast goldmine of insights that can help grow and improve their businesses,” said Call Journey CEO Paul Humphrey.





Regardless of the contact center platform, or where the data is stored, Call Journey and Inflow Communications can capture audio sources via cloud, on-premise or a hybrid of both. This enables a safer and more secure way of streamlining data.

Through advanced AI and Natural Language Processing, conversations are converted speech-to-text, and are broken down into sentiment, emotion, utterance, etc. The organization also has the freedom to export data either into a visualization platform of their choice or into their own data warehouse for further analysis.

About Call Journey

Call Journey is all about Voice Data. Our mission is to unlock every business conversation and add Voice into the Enterprise data mix. Our passionate Conversation experts bring together Natural Language Processing and Artificial Intelligence to create an industry-leading Conversation analytics ecosystem. Using this technology to harness the power of voice data, we're helping organizations find answers to some of their biggest challenges by delivering insights that directly impact customer experience, business performance, risk management & compliance. For more information, visit www.calljourney.com or follow us at our social media pages: [LinkedIn](#), [Twitter](#) and [Facebook](#).

About Inflow Communications

Inflow elevates your customer experience and makes you a disruptive force in your industry through your unified communications and contact center technologies. For more information, visit <https://www.inflowcomm.com/solutions/contact-center-guide/> or <https://www.inflowcomm.com/>.