Avtex and Call Journey harness the power of voice data to enhance customer experience across North America

Chicago, IL, May 2019 - Customer experience is outranking products and services as the main point of differentiation for businesses. Avtex, a global leader in CX solutions, ties up with Call Journey, a leading pioneer in Conversation Analytics, to help businesses identify CX gaps, improve the quality of their CX programs, and excel in today's super competitive consumer landscape.

With Avtex expertise in providing end-to-end CX solutions and cutting-edge strategies and Call Journey's AI-Powered Conversation Analytics technology, businesses can find answers to some of their biggest challenges and discover insights that directly impact customer experience, business performance, and compliance.

"Customer experience is one of the key applications of our Conversation Analytics technology, and we are proud to have partnered with Avtex which focuses in offering optimum CX to its customers," said Paul Humphrey, CEO of Call Journey. "The partnership also further strengthens our market position in North America, enabling us to help more organizations discover the power of voice data in transforming their business. There are also great synergies with Avtex primary partners of Genesys and Microsoft."

Call Journey is proud to be a Platinum Sponsor at [Avtex Engage 19](). This event is the premier learning and networking event for Avtex customers and users. "This event is a great opportunity to learn how Avtex customers harness insights from voice data. It is a fantastic opportunity to showcase how our integration extends the ability of customers to make data-driven decisions based on actual conversations happening in the business," said Humphrey.

The partnership between [Avtex]() and [Call Journey]() also paves the way for more customers within the Genesys environment to discover Call Journey's robust Conversation analytics ecosystem, offering a secure and efficient way of streamlining data discovery.

About Call Journey

We are all about Voice data. We help businesses achieve a complete customer view by integrating Voice into the Enterprise data mix. Our speech experts bring together Natural Language Processing and Artificial Intelligence to create the best-of-breed speech analytics engine in the market. Using this engine to harness the power of voice data, we are helping organizations find answers to some of their biggest challenges, delivering insights that directly impact customer experience, business performance, and compliance. For more information, visit [www.calljourney.com]().

About Avtex

At Avtex, we pride ourselves on offering end-to-end Customer Experience services designed to help you build trust with your customers. Whether you need help creating a CX strategy or implementing a piece of technology to support interactions with your customers, we can help. For more information, visit www.avtex.com

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