PRESS RELEASE

Call Journey showcases AI-based Conversation Analytics Technology at Genesys Xperience19

Call Journey, the pioneer in Conversation Analytics, unlocks the power of voice data with Genesys, the world's #1 Customer Experience Platform

[Melbourne, Australia, June 2019]– Call Journey, the pioneer in Conversation Analytics, will demonstrate how its AI-based Conversation Analytics Engine, EVS™ (Emotive Voice Streams) can help businesses mine actionable insights at Xperience19, the customer experience event of the year. Hosted by Genesys®, the global leader in omnichannel customer experience and contact center solutions, Xperience19 brings together over 2,000 industry leaders and will be held June 10-13 in Denver.

Call Journey is one of the proud exhibitors, with a booth (B23) set up in the Xperience Expo. Call Journey will showcase how its solution combines with the Genesys Customer Experience Platform to help businesses improve revenue, automate Quality Assurance, and transform Customer Experience using insights from voice data.

"Xperience19 is a gathering of some of the greatest minds from the IT and customer experience industries, and we can't miss out on the opportunity to learn more from them and broaden our network. We are excited to talk to Genesys customers and their partners' customers about our AI-powered voice analytics solution and the business benefits it can bring," said Paul Humphrey, CEO of Call Journey.

Together, Genesys and Call Journey provide a secure and efficient solution to gather insights from voice-based resources. Call Journey's EVS is one of the most flexible solutions in the market, available via cloud or on-premise. It transcribes large volumes of audio recordings stored by Genesys into text and feeds information straight into the platform chosen by the user, offering a secure way of streamlining data discovery.

"Xperience19 will inspire organizations to elevate customer experience to new heights," said Juergen Tolksdorf, senior director, ISV and Technology Alliance Program. "We're proud to collaborate with AppFoundry partners like Call Journey to showcase innovative integrations with the Genesys Customer Experience Platform and push the boundary of what's possible in the future of customer experience."

Xperience19 is an annual conference for customers and partners to join forces and explore innovations in customer experience and the digital world. Attendees will experience breakout sessions and keynote speakers highlighting the latest developments in AI, cloud migration, security, change management, real-world analytics, asynchronous messaging, and more.

Join the conversation on social media at **#Xpr19.**

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.

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