



Outbound Customer Engagement

Improve your customer engagement rates up to 10x or more and maximize your outbound calling campaign revenues

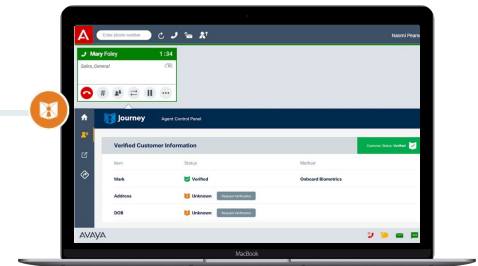
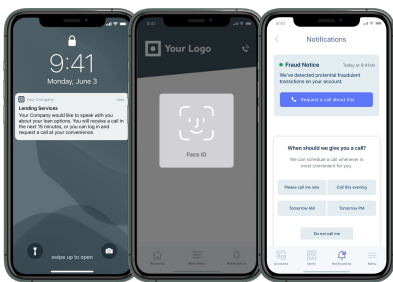
Your Customers Will Answer If They Know It's You

Today over half of all phone calls received are robocalls, scams, or fraud attempts. If your customers don't know and trust that it's you calling, they won't answer!

Journey's solution makes sure your customers know it's you calling and provides instant mutual identity verification, giving your customers confidence and convenience, and driving engagement rates up by 10x or more.



Improve Engagement Rates and Customer Experience with Journey's Trusted Identity Platform



Provide intelligent pre-call notifications and detailed caller ID; add when to call flexibility and instantly establish mutually verified identity

Journey orchestrates the process with all data individually encrypted and routed via our ultra-secure Zero Knowledge Network

The agent is automatically connected to a biometrically pre-authenticated customer ready to engage with the business

Watch a 3-minute demo at <https://journey.ai/video-library/>

Why Journey



- Multiply your revenue and increase customer engagement rates by up to 10X or more
- Verify customer identity in near real-time, saving \$1.00 or more per call and \$400+ per agent/month
- Improve the customer experience by giving them more control and more confidence
- Achieve dramatic operational cost savings and increased agent efficiency
- Leverage advanced services like new-customer digital onboarding, secure payment processing, document signing, and more

Why Avaya



- Trusted Identity solutions deliver unique value add for Avaya customers - especially in financial sector, healthcare, and retail market segments
- Deep integration with Avaya tech stack to support the widest possible breadth of use cases
 - ✓ Avaya Workspaces for Elite & Oceana
 - ✓ Avaya Experience Portal
 - ✓ Avaya Proactive Outreach Manager
- Opportunity to drive customer upgrades and Avaya professional services engagements to design and deliver services - backed by Journey resources throughout

Contact Us Today to Learn More

sales@journey.ai or visit www.journey.ai