



Daisee and Cloudwave partner to provide AI-powered automated quality management to Amazon Connect and Twilio customers across Australia

Sydney, Australia, September 17, 2020 - Daisee and Cloudwave are thrilled to announce the award winning Daisee solution is now available as part of Cloudwave's ecosystem of leading CX technology solutions. This partnership brings together the technology and customer experience expertise of Cloudwave with the AI-powered automated quality management capabilities of Daisee to help organisations create value from every interaction.

Cloudwave have launched their highly customisable CCaaS solution, NEON, which is powered by Amazon Connect. Cloudwave NEON customers are now able to directly access the Daisee solution without having to leave the NEON interface. This allows users to quickly and easily understand the quality of every customer interaction, leveraging the customer data for continuous business improvement.

"At Cloudwave we believe more than ever with the circumstances from COVID-19, that there is a huge need to leverage artificial intelligence and automated quality management within contact centres" said Michael Powrie, Managing Director of Cloudwave. "Cloudwave is delighted to work with a best of breed solution like Daisee to deliver customer excellence for Amazon Connect and Twilio customers."

Daisee has the unique ability to automatically score and rate 100% of customer interactions in near-real-time, quickly identifying issues that require human intervention. Daisee achieves this through a comprehensive, unsupervised process that leverages Artificial Intelligence and Natural Language Processing to derive Natural Language Understanding; essential to locating desirable features in interactions where similar things are said in different ways.

The world's first Programmable Scorecard™ augments the quality management process, replacing the traditional paper scorecard with an automated, digital solution flagging critical focus areas within the media player and providing descriptive rationale as to why certain questions failed or passed. Workflow automatically triages low-scoring, high risk calls for operational personnel to review and remediate.

"Daisee's solution is purpose built to enable organisations to quickly identify compliance and quality issues on customer interactions gaining knowledge and insights that enable better business outcomes. We are excited to partner with the expertise of Cloudwave to bring our solution to more customers across Australian and New Zealand" said Richard Kimber, Founder & CEO, Daisee.

For more information, please contact:

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About Daisee

Daisee builds technology that empowers people. Daisee is an Australian headquartered global A.I software company that specialises in the provision of automated quality management for customer interactions, powered by artificial intelligence, speech and text analytics.

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The applications are vast, and span from quality assurance through to sophisticated conduct risk and compliance management.

Proudly Australian owned and operated, founded in 2017. Globally Daisee operates in Australia, New Zealand and the USA.

www.daisee.com

About Cloudwave

Cloudwave is a highly specialised, Sydney-based cloud contact centre integration company with enterprise clients across Asia Pacific.

CloudWave was born out of the market need for innovative, leading edge engineering in the new generation of Cloud technology. We specialise on the contact centre & all ancillary services including telco, network, security, Unified Communications, Work Force Management, Quality Management, Voice & Screen recording, Analytics & even resourcing. Our end-to-end methodology begins with a thorough, documented business requirements workshop. Services include backend architecture through to bespoke tailored desktop & mobile application design & delivery - all with focus on cost reduction, simplification of management, integration with relevant business tools & tailoring of interface. Ultimately delivering a world class best-practise contact centre & customer experience.

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