



## Daisee named by Gartner as a Cool Vendor in AI for Customer Analytics

Sydney, Australian., Sept 10, 2020 -- Daisee, an Australian headquartered global A.I. software company specializing in automated quality management for customer interactions, powered by artificial intelligence and customer analytics, today announced that it has been named a Cool Vendor in the Cool Vendors: AI for Customer Analytics report by Gartner, Inc.

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 Daisee solution offers a distinct difference to solve this need - through a world-first automated digital QA scorecard that transforms customer interaction data in near-real-time into actionable insights. Use cases are vast and span from quality management and script adherence to advanced conduct risk and compliance management.

"We believe being named by Gartner in Cool Vendor in AI for Customer Analytics as a Cool Vendor is a fantastic achievement and recognises the innovation behind the Daisee solution. We do not just rely on several ways to interpret and analyze the unstructured data; it is a multi-dimensional process that draws a deep understanding of interactions between companies and their customers. Our customers gain knowledge at a level and scale never possible before and use this to drive productivity and revenue generation" said Richard Kimber, Founder and CEO of Daisee. "Our team are proud to be named a Cool Vendor in Cool Vendor in AI for Customer Analytics by Gartner and look forward to continuing to serve our customers as the trusted partner to accurately score their customer interactions, manage agents more effectively and deliver better business and customer outcomes".

Daisee's solutions help organizations create practical business value from day one with pre-trained software that is incredibly flexible and easy to deploy across any telephony system.

Source : Gartner, Cool Vendors: AI for Customer Analytics, Jessica Ekholm et al., 4 September 2020

For more information, please contact:

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About Daisee

Daisee builds technology that empowers people. Daisee provides world-leading automated quality management of customer interactions, powered by artificial intelligence, speech and text analytics. Enabling you to see far beyond words alone, surfacing the underlying emotion hidden deep within your customer interactions – what your customers are really saying, thinking, and feeling. Daisee helps people solve problems by making interactions simple and smart so they can have a more significant impact, be more productive, and be better at what they do.

Founded in 2017, Daisee operates globally in Australia, USA, and New Zealand.

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