



GSN and Daisee partner to provide AI-powered automated quality management to improve customer experience

GSN and Daisee are excited to announce the award winning Daisee solution is now available as part of GSN's ecosystem of pioneering cloud contact centre solutions. This partnership brings together the contact centre expertise of GSN with the advanced AI powered customer interaction quality management capabilities of Daisee to help organisations create value in every interaction.

The direct partnership between GSN's leading cloud contact centre solution and Daisee's AI powered speech and sentiment Analytics allows companies to quickly understand the quality of every customer interaction across three core pillars – communication, conduct and compliance as well as leverage the customer data for continuous business improvement.

"I am extremely excited to announce that Daisee's award winning solution is now part of the GSN portfolio of leading customer engagement solutions. We believe Daisee sets a new standard in understanding the quality of every customer interaction within a contact centre environment. It is a perfect fit for our customers" said Richard Fink, CEO of GSN.

Daisee analyses every single voice interaction using its patent-pending proprietary sentiment engine. The world's first Programmable Scorecard™ augments the quality management process, replacing the traditional paper scorecard with an automated, digital one, 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 GSN to bring our solution to more customers across Australian and New Zealand" said Richard Kimber, Founder & CEO, Daisee.

For more information, please contact Harrison Deck (Sales Director ANZ) at Daisee on +61-(0)404 697 151 or Tim Noll (Enterprise Architect) at GSN on +61-(0)437 287 531.

About GSN

GSN is an Australian owned customer engagement solutions provider and a pioneer in Cloud and SaaS technologies since 2003. GSN delivers innovative customer engagement solutions with data and insights, service design, and development expertise to create value in every customer interaction.

www.gsn.com.au

About Daisee

Daisee builds technology that empowers people. Daisee provides customer interaction quality management, powered by proprietary AI-driven speech and sentiment analytics. Enabling you to see far beyond words alone, surfacing the underlying emotion hidden deep within your calls – 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. We believe incremental improvements carry huge potency and provide exponentially greater change for the better.

www.daisee.com

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