



Unity4 and Daisee partner to provide automated quality management for customer interactions

Unity4 and Daisee are excited to announce a direct partnership that combines Unity4's advanced cloud contact centre solution and experience in the work from home model with Daisee's Automated Quality Management solution for customer interactions, powered by artificial intelligence, speech and text analytics.

The service allows organisations to quickly understand the quality of every customer interaction across three core pillars

Communication Conduct and Compliance There has been a steady increase in the demand for automated Quality and Compliance analysis, however, the seismic changes due to COVID-19 have required a focus on customers and employees alike. Working from home brings a host of unique challenges that Unity4, a pioneer with 20 years of experience, leverage to rollout the Daisee Quality Management solution.

Understanding the impact COVID has on customers and employees is crucial to enable businesses to react and offer support immediately. The ability to have 100% coverage of all customer interactions leaves no stone unturned ensuring peace of mind and a rich dataset from which to make decisions.

"Unity4 work closely with the innovators in emerging technologies and view Speech and Text Analytics and Artificial Intelligence as pivotal in unlocking data to maximise customer interactions and aid in the management of staff. Daisee is a thought leader and dynamic player in this space. Combined with an easy to consume and use model, our decision to partner was a no-brainer. Customers are getting value from day one, it is exciting times. Take the challenge and give it a try you won't regret it." Craig Boorman, Managing Director of Unity4 Contact Centre Technology.

Daisee ingests conversational media into its patent-pending Semantic Engine, utilising a comprehensive combination of Artificial Intelligence (AI) and Natural Language Processing (NLP) to derive Natural Language Understanding (NLU). Daisee's machine-read comprehension of the underlying context of a communication is far superior in focus than traditional speech and text analytics that use a simple word-match and counting approach. The software groups language based on meaning which is essential to locating desirable features in interactions where similar things are said in different ways.

Once the interaction data is analysed, enriched and provided with a quality score, workflows triage low-scoring, high risk interactions for operational personnel to review and remediate. This end-to-end process is automatic.

The world's first Programmable Scorecard™ augments the quality control process, replacing the traditional paper scorecard with an automated, digital one, flagging critical focus areas within the interaction and providing descriptive rationale as to why certain elements failed or passed. Users can review and proactively remediate issues before they escalate.

"Daisee has a unique approach to improving quality by identifying the critical areas of friction that result in complaints and the loss of valuable customers. Daisee's solution ingests the data from cloud communications, so partnering with a pioneer of WFH solutions was a natural decision. We are excited to partner with Unity4 to bring our solution seamlessly to more customers across Australia, New Zealand, Canada and the United Kingdom" Richard Kimber, Founder & CEO, Daisee.

For more information, please contact:

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About Daisee

Daisee builds technology that empowers people. Daisee provides 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.

www.daisee.com

About Unity4

Unity4 provides advanced contact centre capabilities, from technology to people, at home or in the office, powered by the cloud, driven by innovation. Proudly Australian Owned and operated, founded in 2000. Globally Unity4 operates in Australia, Canada, New Zealand and the United Kingdom. Our Technology platform RapportCMS was designed around remote (home-based) agents. And continues as one of the largest 100% at-home agent contact centres in the world, as well as a leading provider of end-to end cloud-based call centre technology.

Unity4 - We deliver Good Conversations

The core difference between Unity4 and our competitors is that we recognise that what happens after the agent says "hello" is of equal importance to

what happens before.

We focus on the intersection between telephony, interaction management and the people who handle the interaction. This approach ensures that we make 'human technology' designed by and for contact centre practitioners.

We live and breathe contact centres and are passionate about the possibilities they offer.

www.unity4.com

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