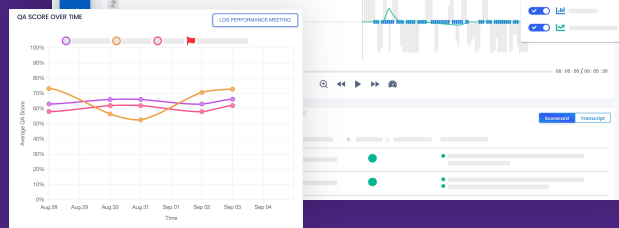


Daisee's advanced artificial intelligence technology accurately monitors and verifies insurance company compliance with external regulations, internal conduct and brand experience. Partnering with insurtech Daisee replaces the need for costly and time-consuming manual quality assurance monitoring as it captures every call and analyses, scores and prioritises them automatically.

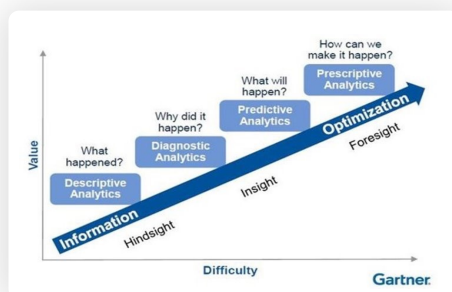


Daisee's conversational intelligence identifies opportunities to simplify and digitise more of the claims process and gain 100% insight across all customer interactions to predict future customer trends and needs.



*"Insurance is the business of risk. Unstructured customer data is an unknown unknown. Our insurance customers are moving to quantify and understand all the information in their voice communications and see AI as a critical ingredient for competitive positioning."*

## Quality Assurance Outcomes



### Optimise customer complaints management (Internal Disputes Resolution - RG271)

- Understand how to address potential issues before they become complaints in 100% of customer conversations.
- Use the Daisee programmable scorecard technology to flag high risk phrases and language that could lead to a complaint (predict)
- Triage complaint calls to support coaching and developing your team to improve complaint management skills
- An essential early warning system for systemic issues
- Audit trail for 100% of all customer complaints and conversations enabling identification of root causes and rapid remediation

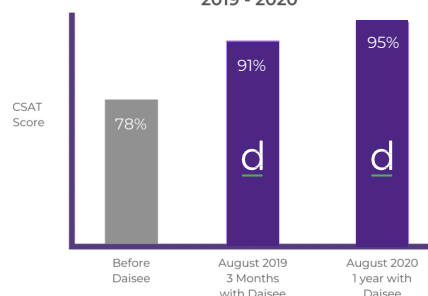


## Provide a World-Class Customer Experience

Daisee automatically provides insight into customer pain points and unmet needs, which helps agents deliver exceptional customer experience and improve CSAT scores.

- Monitor and analyse 100% of interactions for customer satisfaction
- Discover best practices across all agents and locations to coach others how to improve the overall customer experience.
- Proactively identify and remediate complaints or customer churn risk
- Map and personalise customer journeys across channels
- Listen, decipher and act on every interaction to uncover daily themes and topics

### myob CSAT Performance 2019 - 2020



*"Daisee has helped us really work on a consistent MYOB experience. We can use the solution to upskill people to respond better to queries and go beyond – diagnosing what the problem is and fixing it in the first place. The results were a 22% increase in CSAT scores"*

**Jess Harrison, Quality Performance Specialist, MYOB**



## Automate and Improve Compliance

Daisee captures every conversation and flags compliance issues and training needs for single agents or whole groups.

- Automatically analyse 100% of conversations
- Tailor training and call scripts based on compliance best practices and semantic impact analysis
- Identify and alert supervisors of complaints, potential vulnerability and compliance risk

*"We have placed a lot of trust in Daisee, not only in the technology, but in the team as a whole. They've not let us down."*

**David Oxley, Head of Solutions, EmploySure**



## Reduce Operational Costs and Improve Efficiency

Improve suboptimal customer experiences through the provision of self-help tools and better operational practices.

- Attain 100% QM coverage at a fraction of the cost of monitoring manually
- Extend and automate QM scorecards
- Improve SLAs (FCR, AHT)
- Reduce agent and customer attrition cost
- Identify common customer enquiries that can be automated, directing the more complex enquiries to your agents
- Gain the benefits of scalable infrastructure built for enterprise

*"The Daisee team was pleasant and easy to work with. Deployment was fast, and we were able to get value from the solution immediately. As a result, we had a 30% uplift in agent productivity and just two months after deploying, we rolled out the Daisee Solution across our other business units too."*

**Johann, Head of Customer Care, ZIP**



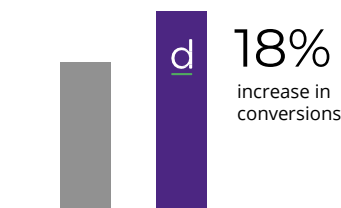
## Sales Improvements

Daisee automatically provides product and service insights to drive product management and development.

- Determine what language customers use when talking about your products and services
- Listen to and decipher sales best practices of your most successful agents
- Identify daily trends and campaign success factors to drive upsell and cross-sell opportunities
- Monitor competition and modify campaigns and sales strategies

*"With Daisee, it has been easy to pinpoint the high performing salespeople, but also understand why these people are successful resulting in an 18% increase in conversions"*

**Steve, Contact Centre Manager, MYOB**



## Decrease Risk

Reduce fraudulent claims by using behavioural data to identify unusual transactions through language analysis.

- Identify and flag mis-selling and fraud
- Monitor regulatory obligations
- Benefit from sensitive data redaction
- Create Behavioural Models to improve the quality of risk-based pricing and ensure that appropriate underwriting questions are asked

*"Daisee allows us to focus our attention on calls more likely to contain risks, review them more thoroughly, much faster, and with less effort."*

**Johann, Head of Customer Care, ZIP**



## Increased Agent Engagement

Identify areas for training and agent development to improve agent effectiveness, increase agent satisfaction and boost employee retention.

- Identify and target agent training needs
- Diagnose call friction factors
- Guide agents to the correct call path
- Identify 50+ unique call behaviours

*"We've been able to give our agents feedback quickly and comprehensively, whereas in the past we may have never known."*

**Jess Harrison, Quality Performance Specialist, MYOB**

**Get in touch with the experts** at Daisee to learn more about how to gain the benefits of voice analytics at your insurance services firm.

[daisee.com](https://daisee.com)

**daisee**