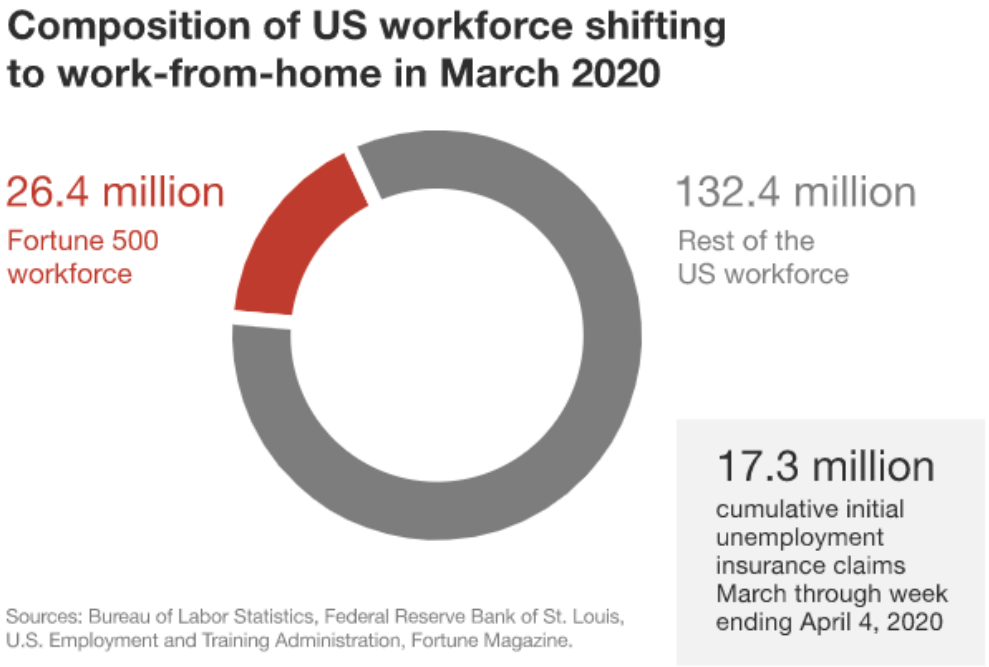
daisee

Hear between the lines

Presentation

Organisations are rapidly shifting to a WFH model



"As fast as you can, transit your contact centers to browser based or cloud contact center to allow better elasticity in capacity and allow contact center agents and supervisors to work at home."
- Oliver Huang, Gartner Analyst

"There was the trickle, and then there was the wave, and then there was a tsunami." – Jeff Lawson, Twilio CEO

"100% of Australian contact centre outsourcers have moved all or part of their workforce to a work-from-home environment" – March 2020 Matchboard Survey

"Across all of the insurers that we have been speaking with, one aspect immediately stands out: a mass shift to remote working" - Laura J Hay, Global Head of Insurance, KPMG

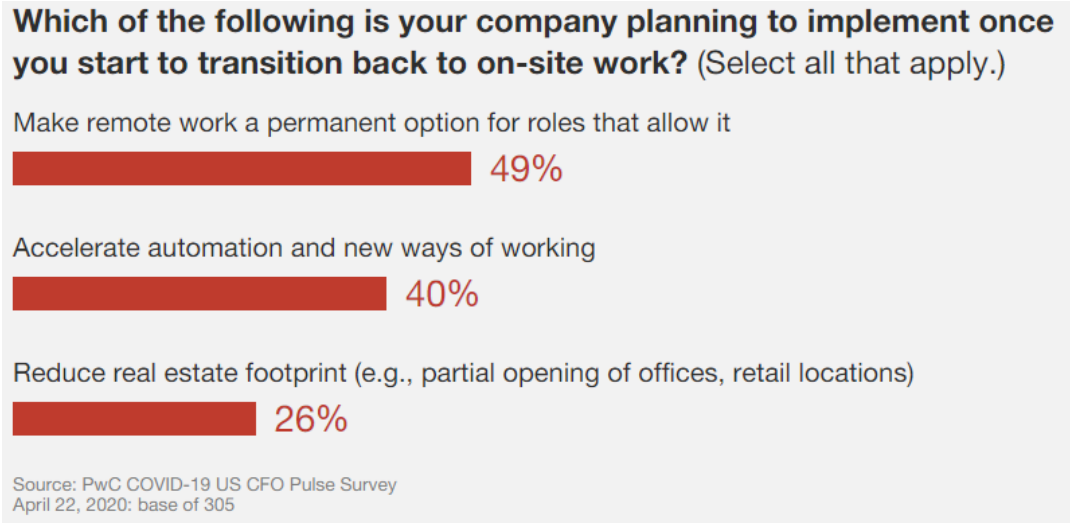
Organisations must adapt & need cloud infrastructure and automation technology deployed quickly to support

Key steps to consider for customer contact:

1. Use analytics to identify customers most likely to be affected and develop proactive communication plans to keep them informed of policy changes and service disruption.
2. Monitor remote call center effectiveness and adjust the support model as necessary - PWC

"What's more important is the speed of the transition. How long does it take to get it up and running, and are there guidance on implementations? Who is supporting them to transit to cloud solutions?" - Oliver Huang, Gartner Analyst

"IT departments are working around the clock to identify new partners and to deploy solutions to enable their workforces to operate remotely in a safe and professional manner" – Fiona Keough, CEO AusContact Association



Managing quality in contact centres is as challenging as ever

Increased focus on customer experience

Inability to easily identify true voice-of-customer and how customer experience effects business revenue and growth.

Insufficient supervisor coverage

Incomplete coverage is problematic in order to reach 100% of calls. Staff can only be **reactive** rather than **proactive.**

Expensive and time consuming training

Training is **time consuming** with not enough information to onboard, train and develop agents.

Missed commercial opportunities

Inability to effectively identify missed sales and retention opportunities as well as customers with a churn risk

Conduct and Compliance

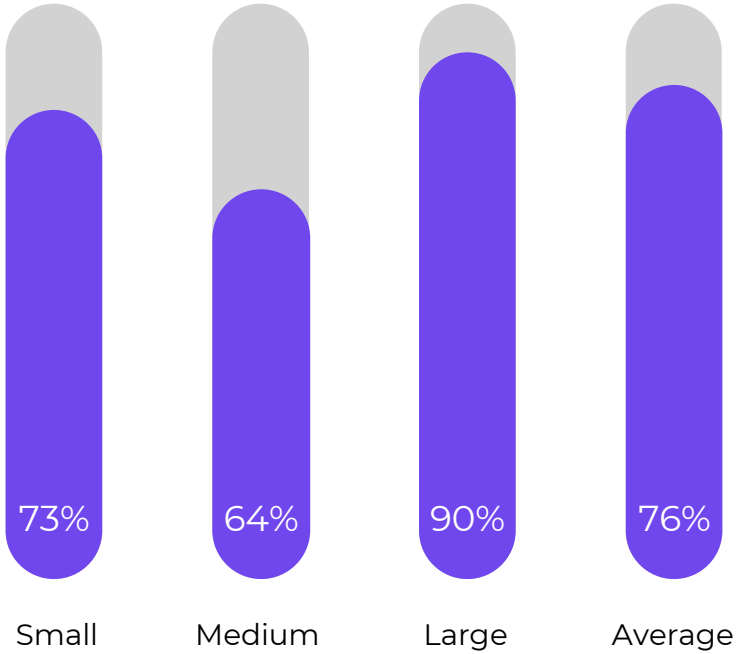
Risk of potential internal and external compliance breaches due to inability to properly monitor staff who are working from home

Business insights

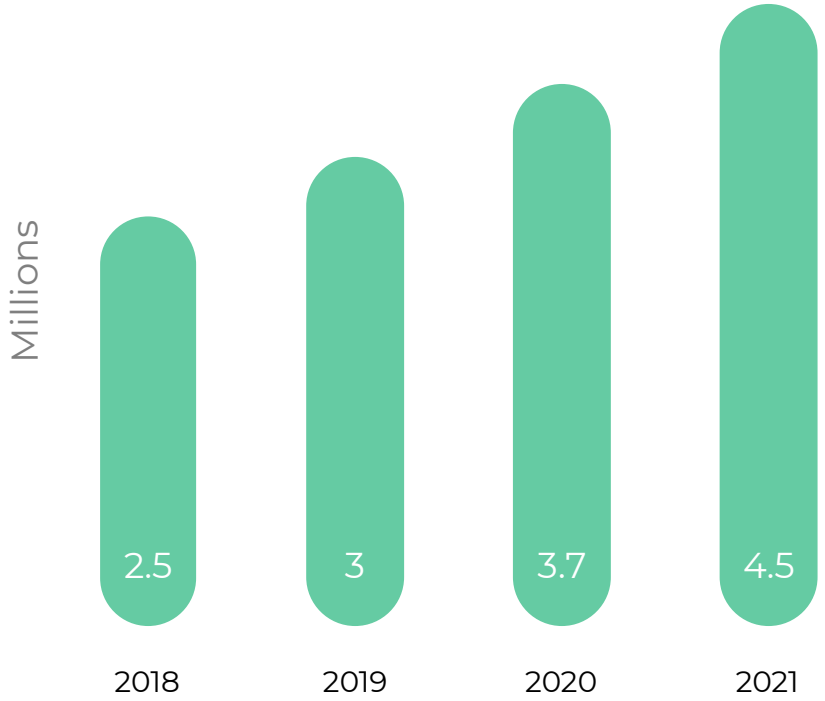
Opportunities to surface actionable insights beyond QA to assist with operational efficiencies.

Contact centres are rapidly moving to the cloud

76% of contact centres record their calls[4]



30% of contact centres in the cloud by 2021[5]



1. https://which-50.com/compliance-costs-lift-regtech-spending-76-billion-2022/
2. https://www.mckinsey.com/business-functions/strategy-and-corporate-finance/our-insights/the-hidden-costs-of-operational-risk
3. https://www.slideshare.net/SWIFTcommunity/financial-crime-compliance
4. US Contact Centres Report: Figure 20 Use of call recording by contact centre size
5. DMG Consulting (November 30, 2017)

Speech analytics paves the way to digitalisation

COVID-19 has accelerated the trend to digitalisation, CFO's are focused on cost optimisation. Daisee gives front-line insights that can directly impact personnel and operational change.

What are my customers saying?

What is the sentiment of my customers/agents? Stress levels?

What employees are actually productive/work well from home?

Why are customers calling? What are the call drivers?

What can we automate?

Contact Centre Quality Assurance is not fit for purpose...

Random Sampling of <1%
of calls is insufficient

Speech analytics technology
promised, but never delivered

Legacy speech analytics systems tried to replicate a human QA but...

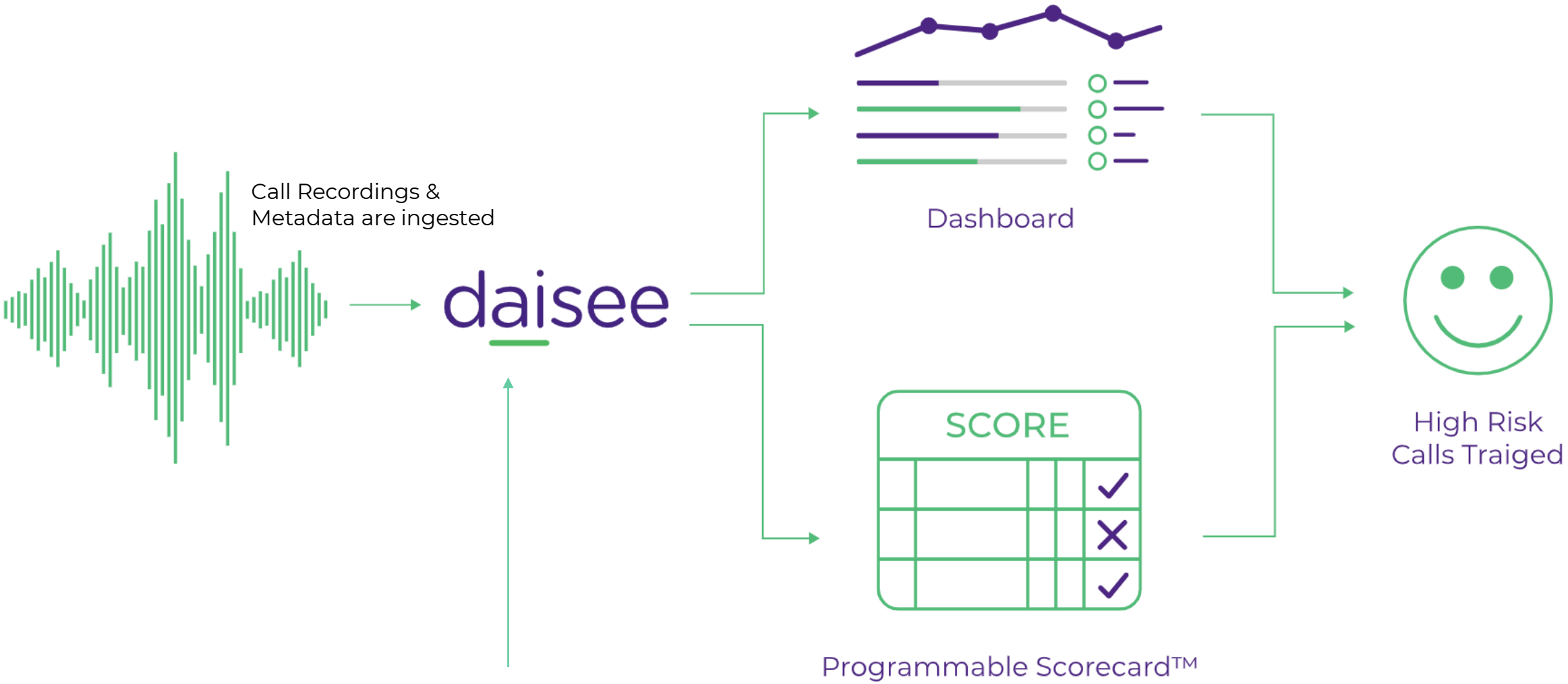
- Conversation
- Record All Calls
- Transcribe Every Call
- Word Spot
- Score
- Feedback

Natural conversation is too diverse and unstructured for a word spotting approach

Daisee turns unstructured conversation into a structured set of scores

- Conversation
- Record All Calls
- Transcribe Every Call
- Clean & Enhance
- ML, NLP & Heuristics
- Phrase Matching
- Automated Scoring
- Feedback

How Daisee works.



Connect with Daisee to book in a demonstration or organize a proof of concept or Trial.

Harrison Deck
Strategic Alliances Manager
+61 404 697 151
harrison.deck@daisee.com
https://www.linkedin.com/in/harrisondeck/

daisee

Hear between the lines