

daisee Predictors

Using the wisdom of the past to unlock the future

What is daisee Predictors?

Daisee Predictors is a powerful feature of daisee's award winning suite of AI products, which is designed to predict business outcomes for our partners.

Daisee Predictors responds not only to the words used in customer interactions, but to the sequences of words, in combination with voice tonality and sentiment. This strong capability enables daisee to distil highly accurate predictions regarding customer complaints, churn, customer satisfaction and call outcomes.

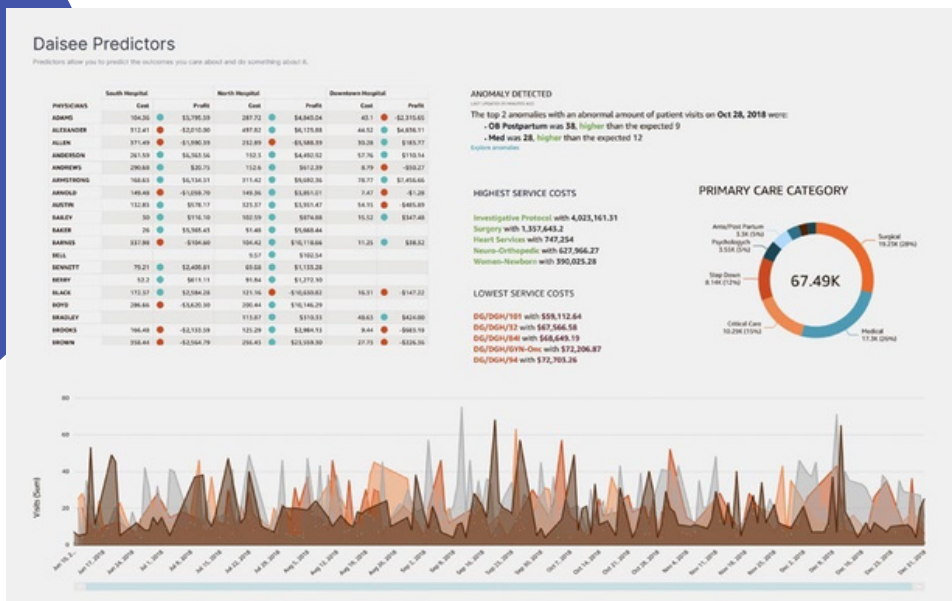
How accurate are these predictions?

The short answer is that they are very accurate.

Daisee Predictors now has an accuracy rate of 75-85% when it comes to predicting customer complaints.

The advanced features of daisee Predictors can also forecast customer churn, promises to pay and sales outcomes. These predictions can also be made with a very high degree of probability.

Predictors deep-dives into your customer interactions to help you identify problems or challenges before they happen.



How can this help my business?

As all business operators know, making predictions can be difficult and prone to human error. Daisee removes human bias from its analysis and does this in near-real time.

When businesses have access to valuable insights and predictions ahead of time, they have the opportunity to take prompt action which can:

- **Increase customer satisfaction**
- **Reduce customer churn**
- **Anticipate closed sales**
- **Increase compliance**
- **Lead to improved commercial outcomes**

Predictors enables your business to prioritise your highest risk customer interactions so that contact centre agents can be prepared for these exchanges before they happen.

How do I get started?

Daisee Predictors is embedded in our platform and easily accessed using the Predictors tab. You can start analysing your customer interactions right away or a bespoke model can be developed and deployed quickly.

Base coaching and training for your staff in how to interpret Predictor data will give your business the best chance to mitigate issues before they become issues.