

Report Builder



The Problem we are solving:

Daisee helps customers to identify where to focus, enabling them to adapt and navigate faster. Amplifying operational performance might be what matters to a business – mining the gold from each interaction to generate actionable insights and drive performance and drive efficiency.

Or maybe elevating customer and employee experience is key to success - continuous improvement through dynamic in-context coaching powered by daisee's market-leading natural language processing and sentiment analysis.

Flexibility is key when it comes to unleashing the power of your customer contact centre by applying world-leading AI to every customer conversation. From front line actions to taking the insights to the board room, the daisee platform has been developed to be adaptable when it comes to different use cases. There are a number of different “lenses” that can be applied to answer different questions based on the user's perspective.

But what happens when your business has a bespoke question that needs to be answered that isn't represented in the core daisee platform? Traditionally the answer would involve business intelligence or data analytics teams getting involved, but daisee has a better way.

The Opportunity:

Within the daisee Insights area there is a report option that allows users to ask their own questions and be flexible in the supporting questions that need to be answered. It's called "Report Builder" and does exactly what it says by allowing users to easily build their own custom reports.

Our Solution, and why is it unique:

At daisee we have always held an open data policy, meaning the data you send us (that gets enriched by our machine learning models) is still your data once the enrichment has occurred. This means our users have access to all the data associated with their own environment. We may have a customer that needs to answer the question:

"I need to know which agents have the highest proportion of high-risk calls, and I want the results broken down by geography..."

With report builder you have a blank canvas and access to all the fields that matter, allowing you to get to new insights in minutes. The user interface (as with the rest of the daisee platform) is designed to be simple and intuitive, which means you don't need a degree in advanced analytics to find the answers you're looking for quickly. It's simply a case of selecting the things you want to count or see as a percentage E.g. number of High Risk calls or Percentage of Calls Under 60 seconds. Then select the fields you want to break the data down by E.g. month, city, agent.

