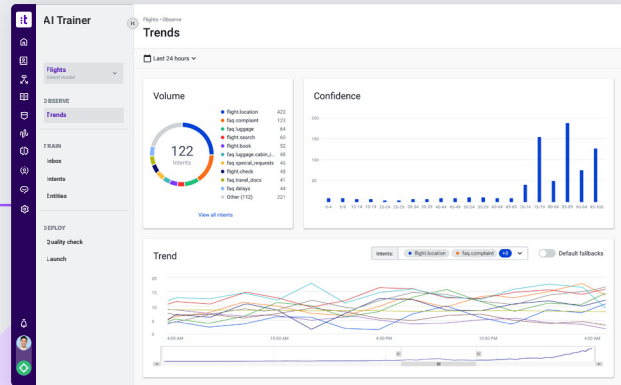




Talkdesk AI Trainer™

Automation made better with 'human-in-the-loop' technology.



Talkdesk AI Trainer uses human-in-the-loop (HITL) technology allowing agents to improve the AI models autonomously, with clicks, not code. While most AI systems require the employment of highly specialized data scientists, the powerful simplicity of Talkdesk AI Trainer lets agents speed up AI model training. Contact centers can increase CSAT scores through more automation and higher quality self-service experiences.

Maintain and customize AI tools to keep pace.

However well a model performs in the lab, its performance drops considerably once it hits real customer data. Therefore, machine learning models need to be constantly re-trained using human assistance to keep pace.

- Observe the performance of AI models on a dashboard
- Train AI models for increased efficiency
- Deploy a better self-serve experience with greater accuracy

Resolve more cases through automation.

Talkdesk AI Trainer helps contact centers resolve cases faster by improving intent.

- Decrease the cost per case and increasing CSAT and NPS scores
- Deliver faster service, reduced escalations, and enhanced performance
- Automate repetitive processes, allowing agents to focus on higher-order tasks detection, sentiment detection and speech-to-text

Empower customer service agents to join the era of AI.

With a simple and no-code interface, contact centers can leverage in-house customer service experts, namely agents and supervisors, to embed their knowledge into AI tools.

- Up-skill agents to become AI expert trainers
- No need to hire specialized data scientists to program machine-learning models

“By lowering the barrier to AI adoption in contact centers, Talkdesk AI Trainer is revolutionizing the way companies implement, maintain and customize their AI models for automation”.

—CHARANYA KANNAN, CHIEF PRODUCT OFFICER, TALKDESK

Features



Observe



Train



Deploy



Intent training



Speech-to-text training