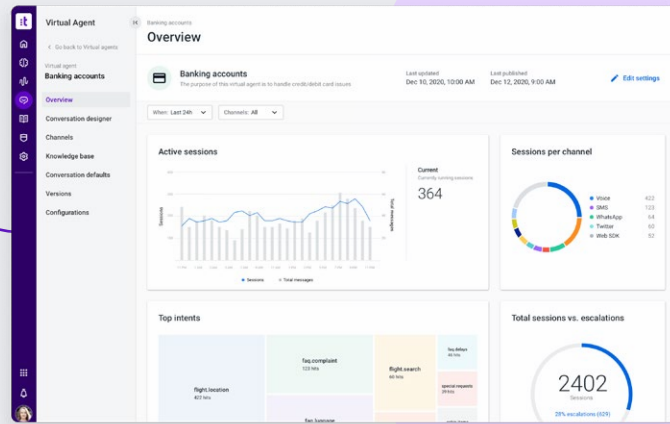




Virtual Agent

Service your customer 24/7 with an intelligent assistant.



Talkdesk Virtual Agent is an AI-powered conversational assistant that delivers the answers customers need, whenever they need them, through a natural and intuitive voice interface. Providing contact centers with a cost-effective and scalable self-service solution that delivers human-like customer support 24/7.

Around the clock conversational self-service.

Reduce customer frustration and enhance satisfaction leveraging intelligent voice self-service to meet customer needs at any time and any day.

- Improve CSAT and NPS.
- Limit lost interactions.
- Expand customer engagement.
- Ensure Global availability.

Reduce costs with autonomous customer assistance.

Combine human-like voice experience with intelligent automation to solve customer issues without the need for agent intervention.

- Enhance automated resolution rate.
- Improve workforce efficiency.

Turn agents into experts.

Free agents from simple customer issues, and engage them to become specialists in disarming complex issues and creating magical service moments.

- Improve agent engagement.
- Boost first contact resolution.
- Reduce agent turnover.

Features



Insightful answers



Intelligent call handoff



Conversational automations



Unified with agent interface



Contextualized aftercall scheduling



Intuitive conversation designer



Live and historical conversation monitor

Learn more at [Talkdesk Virtual Agent](#)