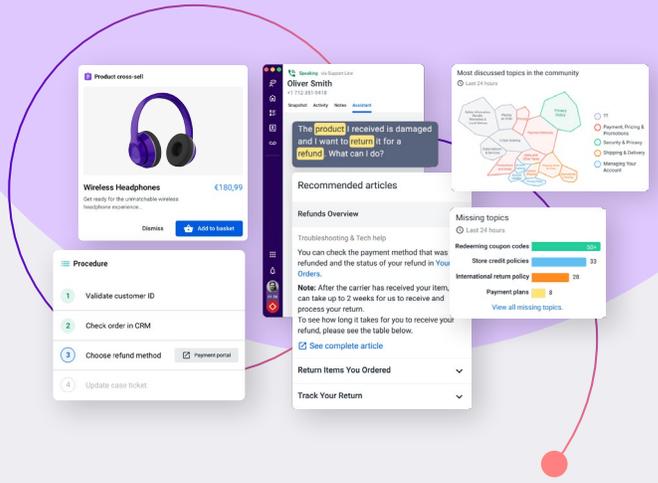




RETAIL, E-COMMERCE, & CONSUMER GOODS

Talkdesk Retail Smart Service Solution

Delight customers with smarter self-service and AI-assisted agents.

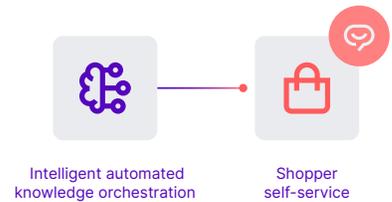


Talkdesk Retail Smart Service helps retailers and brands deliver automated service that's high-quality and fast, freeing agents to focus on brand-enhancing, revenue-generating activities with the help of AI.

Main capabilities

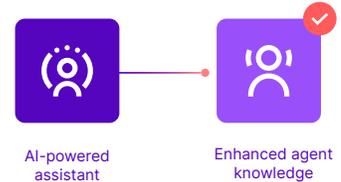
Deliver friendly and personal self-service.

Let shoppers help themselves quickly through AI-powered knowledge bases, conversational chatbots, and virtual-voice agents that are easily trained by your human agents. Deliver automated, satisfying resolutions for inquiries, such as order status, delivery, returns and more.



Make every agent your smartest agent.

Leverage AI assistance tools to enhance agent knowledge and responsiveness. Automatically surface shopper information, product details, best next actions, upsells, and more. Alleviate agents from manual tasks with smart notes and transcriptions.



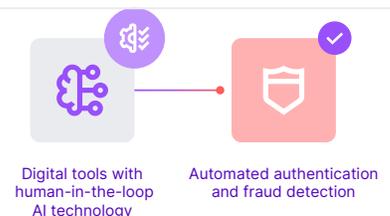
Provide human experiences, everywhere.

Identify when your self-service shoppers need to be elevated to an agent through real-time intent and sentiment monitoring. Give agents full context so customers don't have to repeat themselves and empower agents to train the AI for continuous improvement.



Build shopper trust and confidence.

Ensure your shoppers feel at ease as they self-serve with automated authentication and fraud detection contact center tools. Break their misconceptions of poor automation by powering your digital tools with human-in-the-loop AI technology.



Enhance the customer journey with intelligent automation

Shopper self-service



Talkdesk Guide™

Self-service knowledge base and content for automations.



Talkdesk Virtual Agent™

Automated voice and digital self-service experiences.

Agent empowerment



Talkdesk Agent Assist™

Automated assistance for agents, including cross-sell/upsell suggestions, contextual data, etc.



Talkdesk Speech Analytics™

Automated issue discovery, speech search, and real-time assistance.

Trust and training



Talkdesk Guardian™

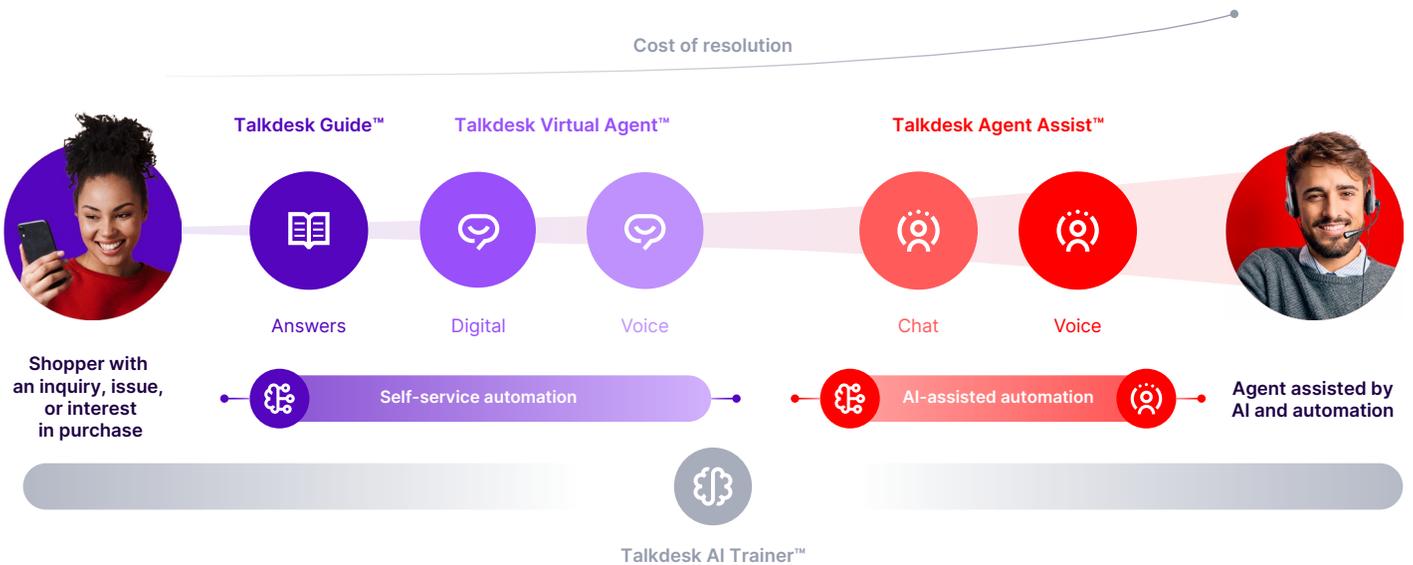
Automated authentication and fraud detection for a secure contact center.



Talkdesk AI Trainer™

Automated and self-serve experiences made better with human-in-the-loop technology.

Give your shoppers better answers, faster with Retail Smart Service



About Talkdesk

Talkdesk® is a global customer experience leader for customer-obsessed companies. Our contact center solution provides a better way for businesses and customers to engage with one another. Our speed of innovation and global footprint reflect our commitment to ensure businesses everywhere can deliver better customer experiences through any channel, resulting in higher customer satisfaction, cost savings and profitability.

talkdesk®

Experience. A better way.

talkdesk.com/retailsmartservice

