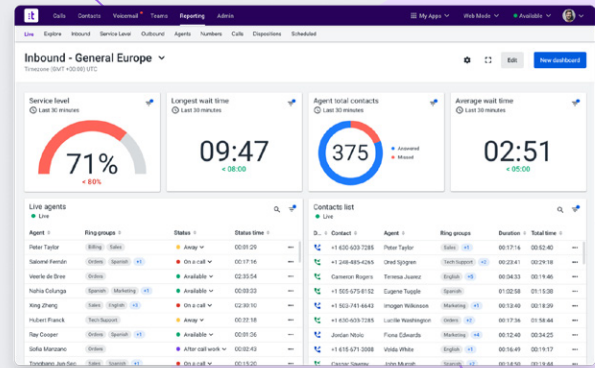




# Talkdesk Live

Turn real-time analytics into great customer service performance.



Talkdesk Live™ is a real-time analytics tool that instantly displays contact center KPIs through a single and intuitive platform, driving the high service level customers expect.

It provides instant insights to make intelligent, real-time, data-driven decisions in a fully customizable dashboard tool, keeping the contact center performance-focused.

## Act in real-time.

Drive real-time decisions with intuitive dashboards and alerts to easily track performance.

- Identify trends.
- Detect performance pitfalls.
- Take action instantly to provide the best customer experience.

## Ensure quality and performance.

Drive improvements in the quality of customer interactions and overall contact center efficiency through real-time visibility of KPI performance.

- Set meaningful alarms to monitor call performance at all times.
- Talk to customers directly, ensuring superior results in challenging interactions.
- Monitor the performance of remote agents.

## Display what matters.

Extend data business value and uncover new insights with customizable dashboards and visualizations that connect with sales and service data.

- Get the visibility on the KPIs you need like service level, abandonment rate, waiting time, and handling time.
- Create dashboards and customize visualizations to manage performance at all times.
- Make informed decisions.



**“Agents can see what’s happening at a glance and work together to meet SLAs and improve customer satisfaction. In fact, after implementing Talkdesk, service levels have improved 15% and calls are answered in less than a minute.”**

**–MEGAN MILES, CUSTOMER SERVICE MANAGER, ZUMIEZ**

## Features



Pre-built and customizable dashboards



Wallboard mode



Real-time alerts



Agent monitoring



Live API