Talkdesk Explore™ is a reporting and business analytics tool that features flexible filtering, scheduling, and customization options for a 360-degree view of contact center performance.

This intelligent BI tool delivers easy-to-consume, actionable insights in one place to inform data-driven decisions and drive exceptional customer experience.

Choose how you view your data.
With just a few clicks, leverage a combination of pre-built and fully customizable reports, dashboards, and metrics, to track performance.

- Use custom-built reports, dashboards, and KPIs.
- Build, schedule, and deliver any report to different stakeholders on a customizable cadence.

Make the right decisions faster.
Gain visibility into your data to quickly uncover patterns, drill down into details and make better, more informed business decisions.

- Aggregate and analyze historical call data.
- Get all the reporting information in a single point of access.

Intelligent insights for everyone.
Improve customer journeys and agent performance by leveraging AI-powered analytics, such as topic analysis and IVR optimization recommendations.

- Get a holistic view of every call interaction.
- Identify opportunities to meet customer needs faster.

"We found that with Talkdesk, we had access to the data we needed and the agility to utilize its full potential."
- BILL BURCH, VICE PRESIDENT OF CUSTOMER SERVICE