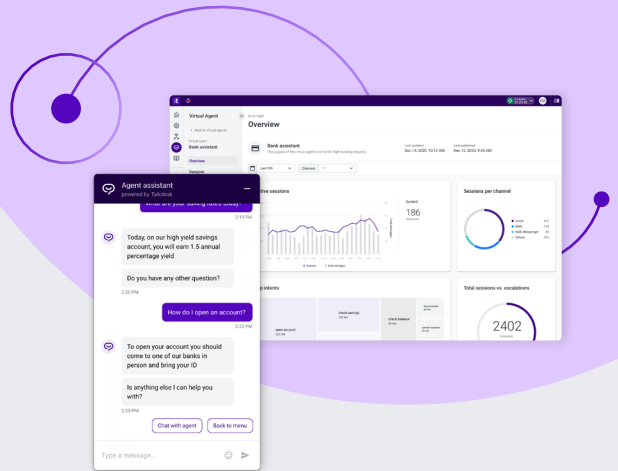




# Increase your customer self-service rate.

Serve customers 24x7 with an intelligent assistant.



## The challenge.

With an increase in call volumes, agents are handling more repetitive, time-consuming customer questions. And with the ongoing skills shortage, contact centers are at a greater risk of agent burnout and churn. As a result, customers are faced with an increase in hold times and handling times, which negatively impacts abandonment rates.

Customers are also less tolerant of waiting in queues and expect to get their questions answered faster. Contact centers that are not meeting these expectations are at great risk of decreased customer satisfaction.

## How Talkdesk solves it.

Talkdesk Virtual Agent™ instantly responds to every customer query at any time of the day. Using conversational AI technology, Virtual Agent can automatically understand natural human language and intelligently respond with answers. It works on both voice and digital channels with multiple language support to drive more inclusive customer engagement.

And to quickly and securely verify caller identity to connect customers with agents faster, Talkdesk Identity™ uses voice biometrics, powered by AI, for faster self-service authentication. In addition, it helps to detect and prevent fraudsters, protect your customers' data, and save your customers—and agents—time.

## The Talkdesk difference.



### Easy setup.

Virtual Agent comes with time-saving shortcuts, such as pre-trained intents, to respond to customer queries as soon as it's deployed.



### Cost-efficient to operate.

Virtual Agent integrates with Talkdesk AI Trainer™, a no-code, human-in-the-loop tool that enables non-technical staff to continuously fine-tune AI models—without depending on IT specialists or data scientists.



### Design customer conversations.

Virtual Agent gives frontline staff the autonomy to leverage their expertise and easily design conversational flows with a no-code, drag-and-drop tool.



### Control the cost per interaction.

Handle more cases with automation and help agents filter out repetitive, time-consuming tasks with self-service authentication and intelligent triaging to get customers their answers faster.

## Business value.

**26.7%**

Increase in customer ratings.

**20.7%**

Increase in revenue.

**-16%**

Decrease in operating expense.

**22.7%**

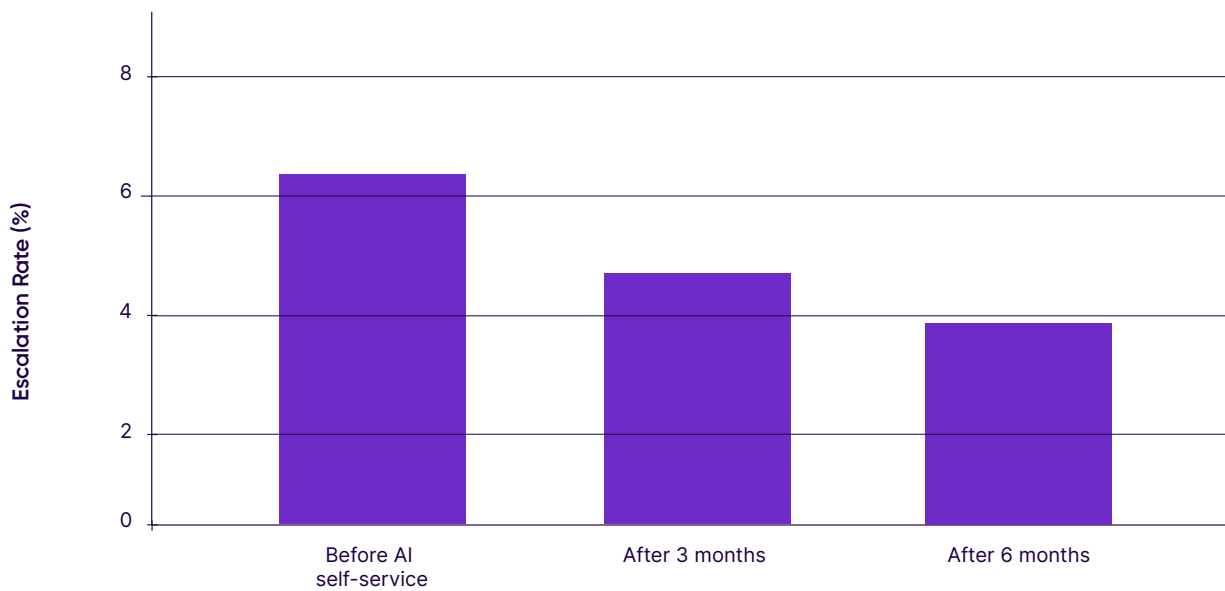
Increase in agent productivity.

Source: Metrigy, Success Group Average Percent Improvements from Conversational AI, 2022.

## Key metrics impacted.

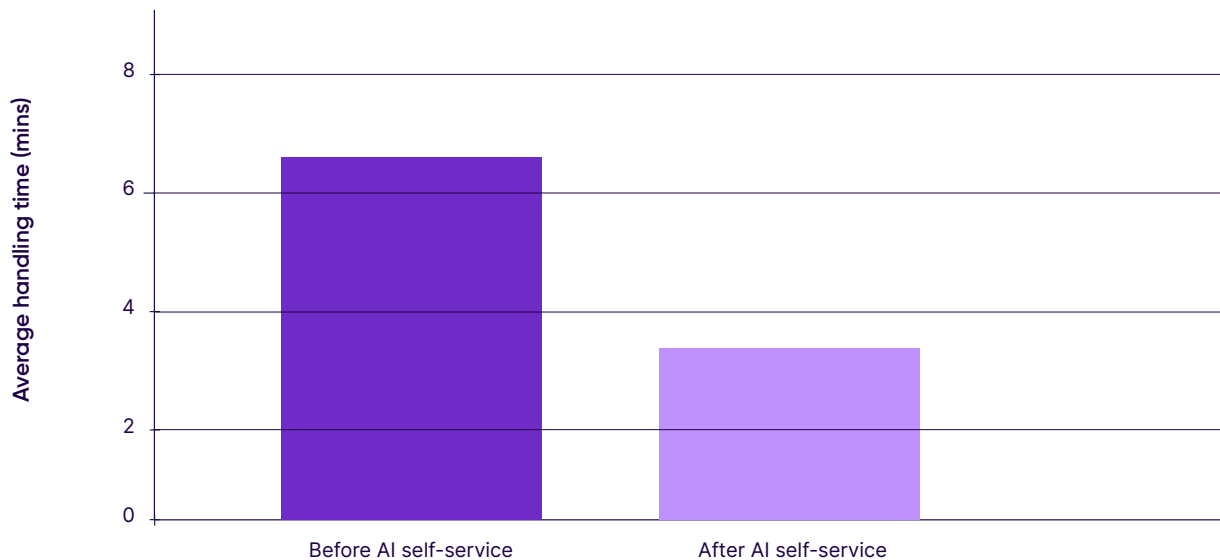
### Faster answers.

Impact on average handling time of FAQs.



### Reduced agent effort.

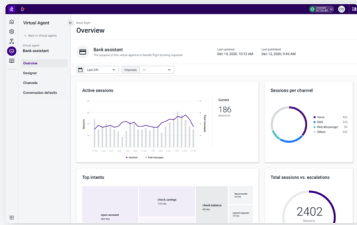
Impact on escalation rate.



# Serve your customers 24x7 with an intelligent assistant.

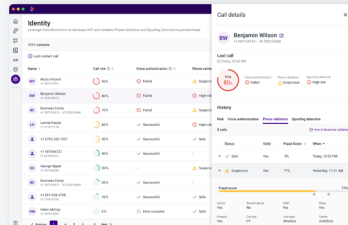
## Talkdesk Virtual Agent

Automate voice and digital chat conversations with an AI-powered virtual customer assistant.



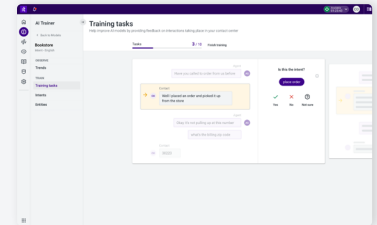
## Talkdesk Identity

Quickly authenticate and connect customers to agents with voice biometrics, reducing handle time and preventing fraud.



## Talkdesk AI Trainer

Use human-in-the-loop technology to enable non-technical staff, like agents and supervisors, to fine-tune the accuracy of AI with a no-code, simple interface.



**“We currently use Virtual Agent to provide customers with a way to check order status. This resulted in a drop in call volume since customers no longer need to speak to an agent.”**

— **MANAGER**, MEDIUM ENTERPRISE CONSUMER PRODUCTS COMPANY



**“Virtual Agent is a big deal for us. Being able to filter through chats and such makes a big difference and provides efficient IVR.”**

— **JEFF PROWS**, OPERATIONS MANAGER, WASATCH MEDICAL GROUP

# Use cases across industries.



## Retail

### Challenges

With the increase in online purchasing, contact centers receive customer queries around products and orders at any time of the day. As a result, agents are flooded with repetitive, time-consuming queries, leading to increased average hold and handling times and decreased customer satisfaction.

### Solution

Talkdesk Virtual Agent empowers contact centers to automatically answer customer calls, authenticate customers, triage, and deliver answers to common customer questions at any time of the day, without depending on a live agent. This frees up agents to focus on more valuable engagements that require human judgement and problem solving skills.

### Impact

Talkdesk Virtual Agent enables retailers to respond to high call volumes and reduce the escalation rate by automatically answering common customer questions at any time of the day. With AI-powered assistance, contact centers can reduce hold times, handling times, abandonment rate, and the cost per contact while increasing CSAT, loyalty, and NPS.



## Banking

With the rise of digital banking services, more clients than ever expect seamless and personalized self-service options to check account balances, make payments, or activate a card.

Talkdesk Virtual Agent automates the delivery of personalized, up-to-date information to address a wide variety of client questions and actions without depending on a live agent. This alleviates agent effort, accelerates handling time, and offers convenience.

By integrating Talkdesk Virtual Agent into back-end systems, clients can easily receive personalized responses to their inquiries, without relying on a human agent. As a result, clients can carry out common banking tasks at any time of the day, reducing hold times whilst increasing CSAT and client loyalty.



## Insurance

Insurance customers can experience frustrating or stressful situations, such as opening a claim for an auto accident or property damage during a natural disaster. Customers expect personalized support and speedy resolutions.

Talkdesk Virtual Agent automatically authenticates customers, triages, and delivers answers to common questions at any time of the day. Rather than relying on an agent to search for information, Talkdesk Virtual Agent can quickly and efficiently deliver answers to customer questions. If the interaction requires empathy and problem-solving skills, the virtual agent can seamlessly escalate the customer to a live agent.

Intelligent self-service options provide customers with personalized answers to their questions at any time of the day, without relying on a human agent. These time-saving automations can alleviate customer stress and frustration by reducing hold and handling times, resulting in increased customer satisfaction and loyalty.

## Use cases across industries.

### Challenges

### Solution

### Impact



#### Healthcare Providers

Agents regularly handle straightforward, yet time-consuming tasks which require access to patient information, as well as specific business rules and policies. This results in long wait times and patient frustration. Meanwhile, rising patient expectations for convenience and personalization have forced providers to rethink how they approach patient experience.

Intelligent assistance reduces the number of time-consuming and repetitive tasks that agents have to perform to find patient details and context. Giving patients self-service options ensures they have access to important information, without depending on staff.

Accessible, multi-lingual self-service support reduces the average handle and hold times, while streamlining operations. Handling simple interactions with intelligent automation, allows agents to focus on more complex conversations that require empathy or problem-solving skills. Self-service tools improve access to care and boost patient loyalty.



#### Government

Local government agencies have an obligation to improve the benefits administration process and proactively communicate with constituents. However, access to government information is often constrained due to high call volumes, long hold times, and poor accessibility.

AI-powered self-service options simplify access to government information and empower citizens with self-guided options to easily find program information, understand how to apply, fulfill eligibility requirements, and correctly complete their applications.

Self-service tools improve access to government information and boost constituent trust. Accessible, multilingual self-service support 24x7 reduces the average handle and hold times and the number of inbound calls for simple inquiries.

#### About Talkdesk

Talkdesk® is a global cloud contact center leader for customer-obsessed companies. Our automation-first customer experience solutions optimize our customers' most critical customer service processes. Our speed of innovation, vertical expertise, and global footprint reflect our commitment to ensuring that businesses can deliver better experiences across any industry and through any channel, resulting in higher customer satisfaction and accelerated business outcomes.

**:talkdesk®**

Experience. A better way.

Increase your customer self-service rate

