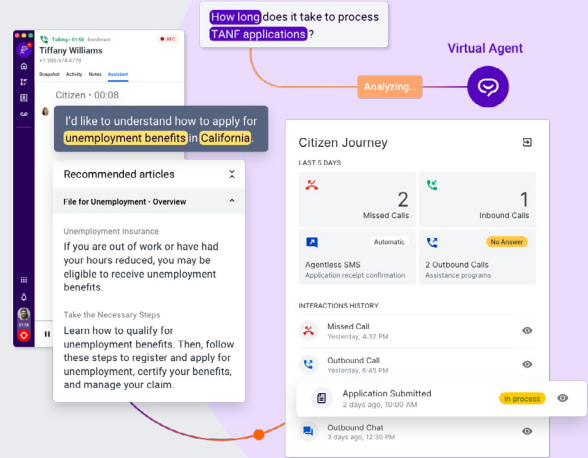# :talkdesk®

Talkdesk Citizen Engagement

Make benefits easily available and transform social service program delivery.


The Talkdesk Citizen Engagement solution improves access to government assistance programs, reduces the effort on citizens and agents, enables proactive notifications, and modernizes contact centers for scale and flexibility.

Main capabilities

Improve access to government assistance programs

Use AI to empower citizens with self-guided options to easily find program information, understand how to apply, fulfill eligibility requirements, and correctly complete their applications.
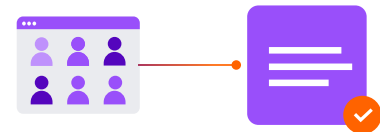
Engage with citizens on their channel of choice

Offer seamless and integrated communication with citizens across SMS, live chat, email, social messaging, and more. Support a unified citizen journey, regardless of the communication channel.
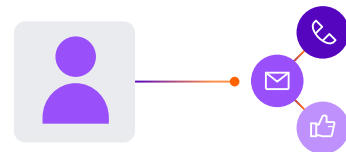
Ease the experience for citizens and agents

Proactively notify applicants throughout their enrollment and benefits disbursement journey to reduce citizen effort, status check inquiries, and inbound call volume. Seamlessly transition complex inquiries to the right live agent, providing all the information they need to resolve questions efficiently.
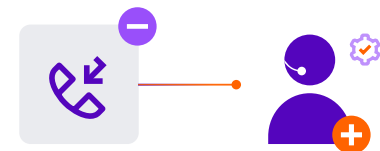
Modernize for scale and flexibility

Scale operations to meet fluctuating demands without complicated coding and overloading IT resources. Modernize your contact center with flexible deployment options to efficiently adapt to evolving program offerings.
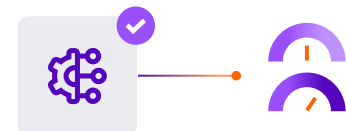
Accelerate onboarding and training

Use AI to empower agents with next best actions (based on real-time conversation information) to quickly resolve complex citizen inquiries. Enable efficient knowledge transfer of a tenured workforce to new agents and minimize training efforts, making every agent your best agent.
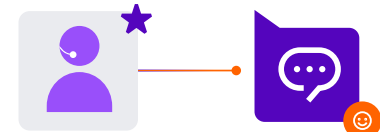
Key features

Guide™

Self-service knowledge base and content for automation.

Agent Assist™

Personalized assistant that listens, learns, and helps agents with every single conversation.

Hybrid Cloud™

Private storage for security and unique compliance requirements.

Virtual Agent™

Automated voice and digital self-service experiences.

Proactive Notifications™

Proactive alerts and notifications to engage with citizens.

Omnichannel™

Interactions across communication channels of choice.

Guardian™

Automated authentication and fraud detection for a secure contact center.

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/citizenengagement