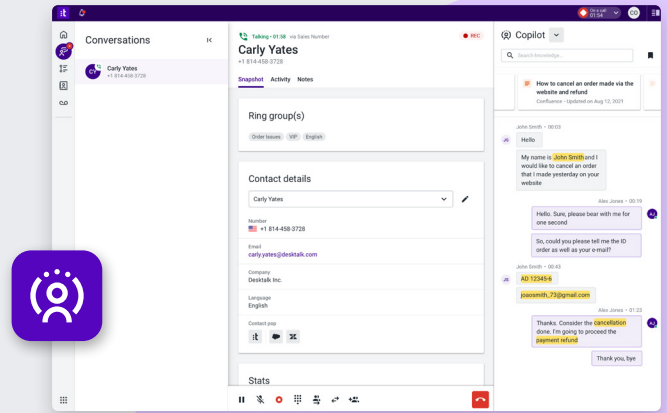




AI that actually helps agents resolve issues correctly and quickly.

Make every agent your best agent with Talkdesk Copilot™.



The challenge.

Contact centers' frontline staff spend a lot of time finding the right information to answer customer queries and performing repetitive and manual tasks. They often have to read through lengthy articles while on a call, switch between different applications, and end up escalating the issue to supervisors.

This leads to a high level of agent turnover and low engagement with customers, which negatively impacts customer experiences.

How Talkdesk solves it.

In order to help agents resolve complex customer issues correctly and quickly to make customer service the best it can be, Talkdesk offers three key solutions.

Talkdesk Copilot™ empowers frontline staff with AI that listens, learns, and provides agents with precise answers, recommendations, and automations in every conversation. Talkdesk Knowledge Management™ enables accurate and contextual answers to customers' questions, connecting external knowledge sources to serve as a single trusted repository of knowledge. Talkdesk AI Trainer™ provides visibility and control into AI behavior, so companies can take advantage of the latest technology safely and responsibly.

The Talkdesk difference.



Improve agent proficiency and accuracy.

AI provides real-time call transcriptions so agents can easily keep track of the conversation. Based on the customer's intent, AI dynamically provides in-context answers and recommended actions, helping agents solve questions at first contact. For complex processes, AI gives agents step-by-step guidance with Smart Scripts, boosting their confidence and accelerating time to resolution.



Reduce the need for supervisor assistance.

Enable agents to be more confident and self-sufficient in solving customer issues, giving supervisors more time to focus on priority tasks. Reduce queries to supervisors and unnecessary escalations while accelerating ramp-up for new agents.



Simplify agent effort on administrative tasks.

Automate repetitive tasks to keep agents focused on your customers. Copilot uses generative AI to automatically create interaction summaries and next steps, reducing after-call work to seconds.



Integrate your knowledge base.

Give agents precise, conversational responses to customer questions during live interactions. Generative AI taps into trusted information from your knowledge base to suggest answers suited to the interaction's context, tone, audience, and channel.

Business value.

Empower

Empower agents with a personalized assistant that listens, learns, and provides intelligent knowledge recommendations in real time.

Accelerate

Accelerate resolution time, giving agents complete answers to customer issues inside the agent interface to eliminate window switching and reduce the need for supervisor assistance.

Consolidate

Consolidate knowledge scattered across different locations to provide contextual recommendations to agents from several sources automatically.

Key metrics impacted.

- Reduced Average Handle Time (AHT)
- Improved First Contact Resolution (FCR)
- Faster onboarding for new agents
- More accurate and consistent service

The screenshot displays a customer service interface for an agent named Carly Yates. The interface is divided into several sections:

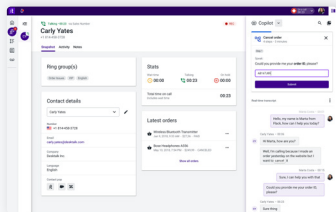
- Disposition and Summary:** A section at the top right with a search bar and a "Generate with AI" button. A tooltip indicates: "GenAI automatically records a summary and disposition of each interaction."
- Transcription:** A section showing the conversation history. The customer asks: "I want to book a tropical vacation. But I'm not sure which hotels have the best activities for kids?". The agent responds: "Sure thing! The Cancun Hotel and the Caribbean Hotel are hotels that offer activities for kids and relaxation for adults."
- AI-generated answer:** A central pop-up window provides a direct answer: "The Cancun Hotel and the Caribbean Hotel are hotels that offer activities for kids and relaxation for adults." A tooltip explains: "GenAI gives agents precise answers to customers' questions."
- Sources:** A list of relevant information: "Free activities available at Cancun Hotel" and "Add-on activities for purchase at Cancun Hotel".
- Contact details:** Information for Carly Yates, including phone number (+1 814 458 3728), email (carly.yates@desktalk.com), and company (Desktalk, Inc.).
- Conversation details:** Information about the current call, including interaction ID and IVR/Queue time (01:25).

At the bottom of the interface, there are controls for "Hold", "Mute", "Stop recording", "Keypad", "Consult", "Blind transfer", "Add guest", and "End call".

Make every agent your best agent.

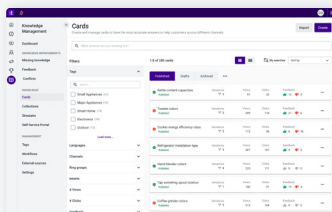
Talkdesk Copilot

Provide intelligent guidance to agents in real time, with contextual quick answers, call transcriptions, Smart Scripts, and after-call work automations.



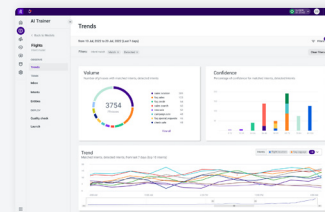
Talkdesk Knowledge Management

Easily manage knowledge information scattered across different locations to give agents answers, not articles.



Talkdesk AI Trainer

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



CAI[®]



“Our team leverages Talkdesk Copilot, an AI-powered assistant that proactively delivers contextual recommendations, next-best actions, and automated assistance to the agent during live interactions. It also automatically creates a summary of the call using generative AI, streamlining after-call work. An agent might otherwise spend eight minutes summarizing the conversation themselves, so saving that time on each call delivers impactful operational gains. Agents appreciate Talkdesk Copilot, especially as the platform’s omnichannel capability provides an interaction summary when users transition from chat to call.”

— THOMAS GROSSO, EXECUTIVE DIRECTOR, SERVICE DESK, CAI

About Talkdesk

Talkdesk[®] is a global AI-powered cloud contact center leader for enterprises of all sizes. Talkdesk CX Cloud and Industry Experience Clouds help enterprises deliver modern customer service their way. Our trusted, flexible, and innovative contact center platform leverages AI and automation to drive exceptional outcomes for their customers and improve the bottom line.

[Learn more](#) and take a [self-guided demo](#) at www.talkdesk.com.

talkdesk[®]

Experience. A better way.

[Talkdesk Copilot](#)

