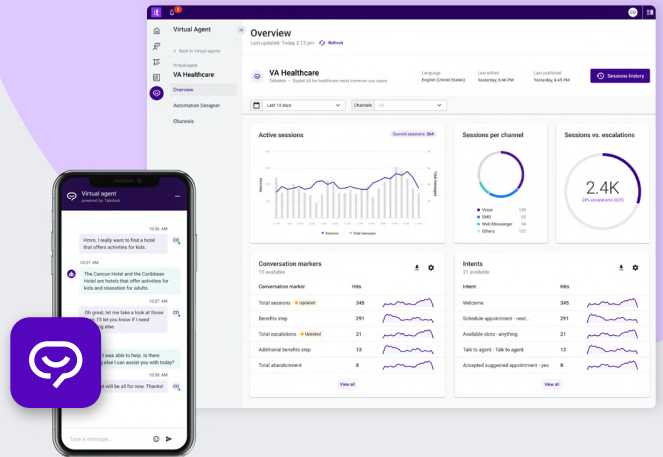




# AI that actually automates and resolves interactions through self-service.

Serve customers 24x7 with Talkdesk Virtual Agent™.



## The challenge.

In today's business landscape, companies are grappling with a surge in customer inquiries, making round-the-clock customer support a pressing challenge. The ever-increasing volume of calls places a substantial strain on operational resources, often necessitating a large workforce and a 24/7 support infrastructure. As a result, the associated costs can quickly spiral, impacting a company's financial health.

Today's customers are also more confident in seeking out information or resolving issues on their own. They are less patient when it comes to waiting in queues and want quick answers. Companies that are not meeting these expectations are at risk of compromising customer satisfaction and loyalty.

## How Talkdesk solves it.

Talkdesk Virtual Agent™ is an AI-powered bot that deflects inbound calls and delivers laser-precise answers to customer's needs whenever they need them—whether on the phone or through a chat on your website. It comes uniquely pre-built with key integrations and templates that support the most common industry use cases right out of the box.

When live assistance is required, Virtual Agents recognize the need and seamlessly hand off the conversation and context to the right contact center agent. Additionally, to quickly and securely verify a contact's identity to connect customers with agents faster, Talkdesk Identity™ uses voice biometrics powered by AI for self-service authentication. It enhances security, detects and prevents fraud, safeguards customer data, and saves time for both customers and agents.

## The Talkdesk difference.



### Elevate self-service.

Reduce customer frustration and improve resolution rates with AI that understands virtually any customer question and provides a laser-precise answer, and can seamlessly hand off to live agents when needed. Generative AI dynamically tailors responses to match the specific context, tone, audience, and interaction channel.



### Accelerate time to value.

Complement pre-built Virtual Agent automations with custom ones that meet your business and customer needs. With generative AI, simply outline a business process in a step-based, no-code interface to create new automations with just a few clicks.



### Control the cost per interaction.

Leverage GenAI with voice and digital bots that provide human-like customer support that's available 24/7. Virtual Agents are pre-built and integrated with CRM and other systems of record to handle common customer questions right out of the box—without a live agent.



### Cost-efficient to operate.

Protect your brand and make sure Virtual Agents behave the way you want them to. Easily observe, fine-tune, and put guardrails on AI—without depending on IT specialists or data scientists.

## Business value of AI virtual agents.

95%

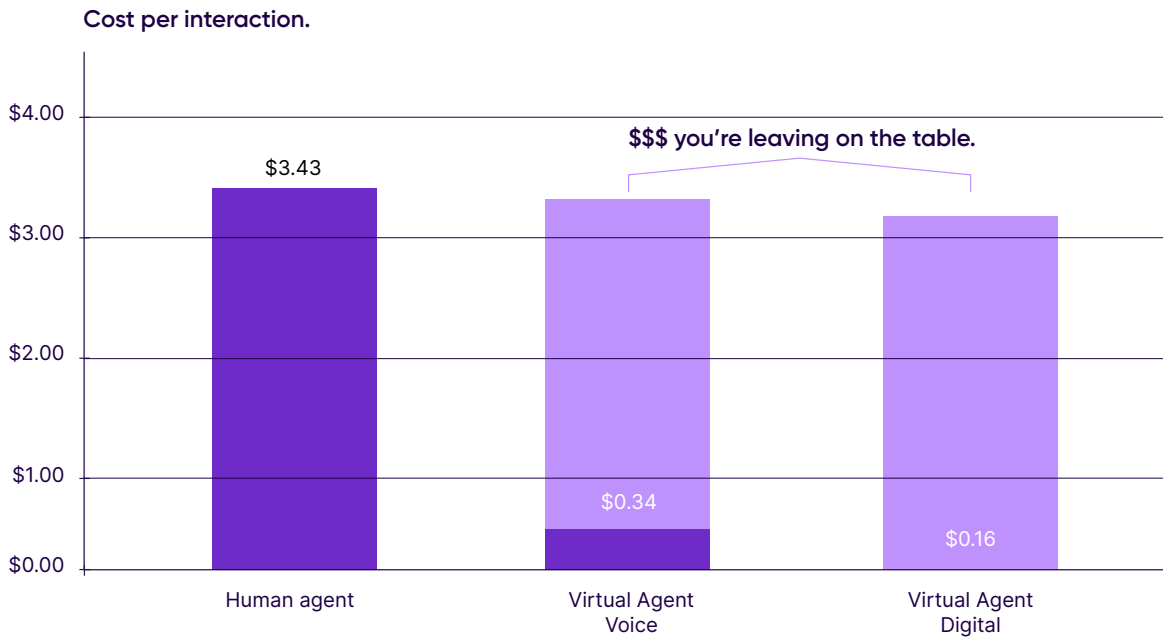
Potential cost savings per interaction.

5%

Increase in calls deflected and resolved.

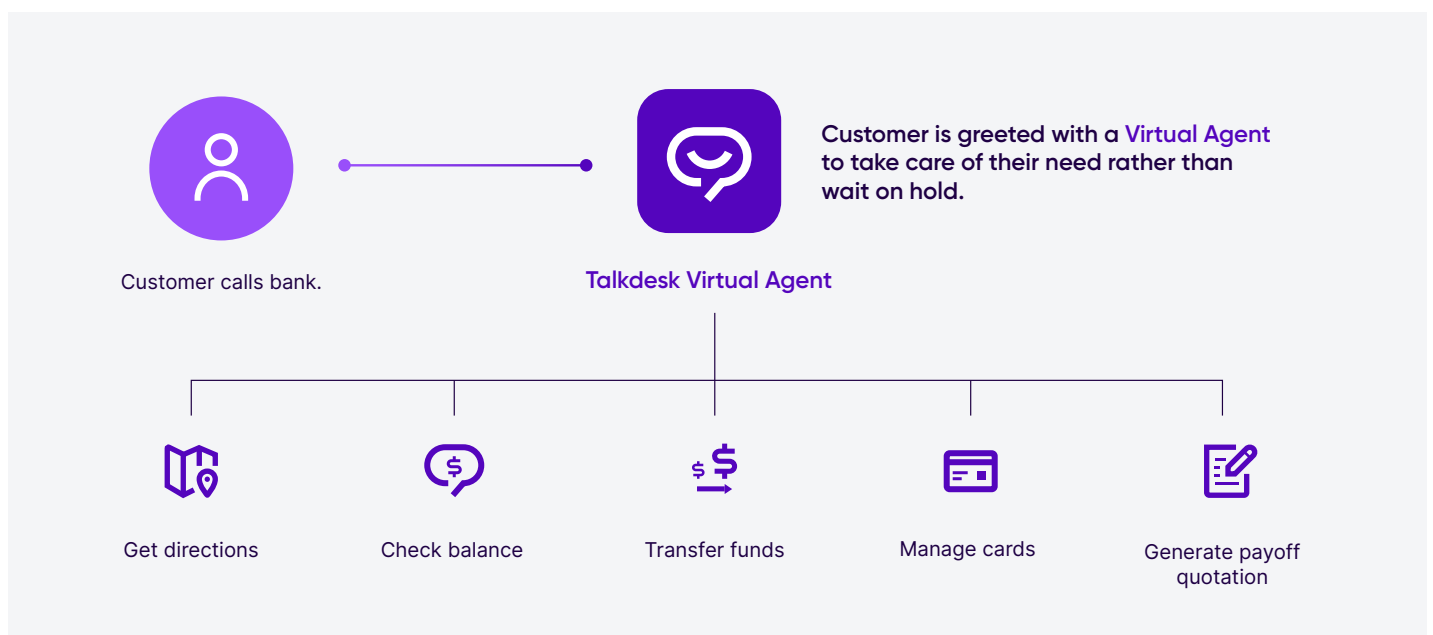
50%

Improvement in abandonment rates.



**Assumptions based on customer data:** \$24 per hour fully loaded agent cost, 6 per minute AHT, 45 second authentication time for voice calls vs 4 minutes for AI-powered calls.

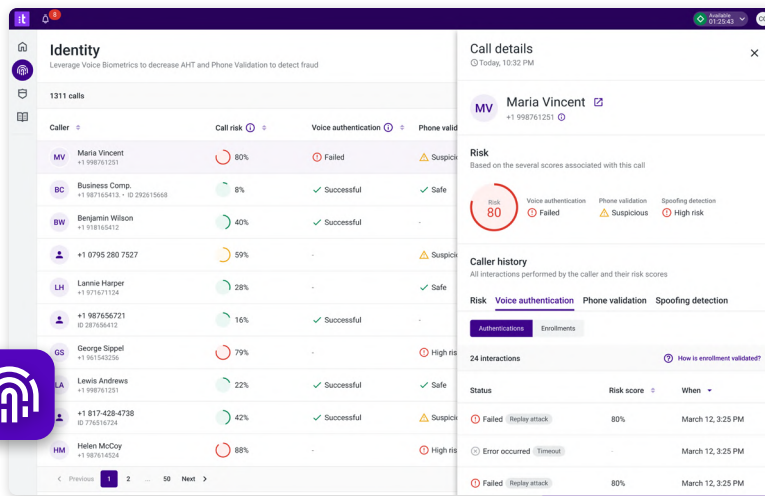
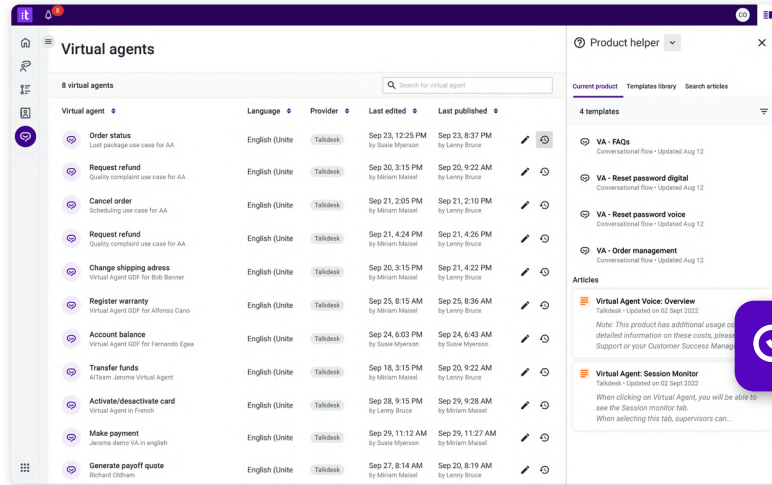
## How it works.



# AI that actually transforms your business.

## Talkdesk Virtual Agent

Automate voice and digital chat conversations with an AI-powered virtual customer assistant that contains and resolves questions.

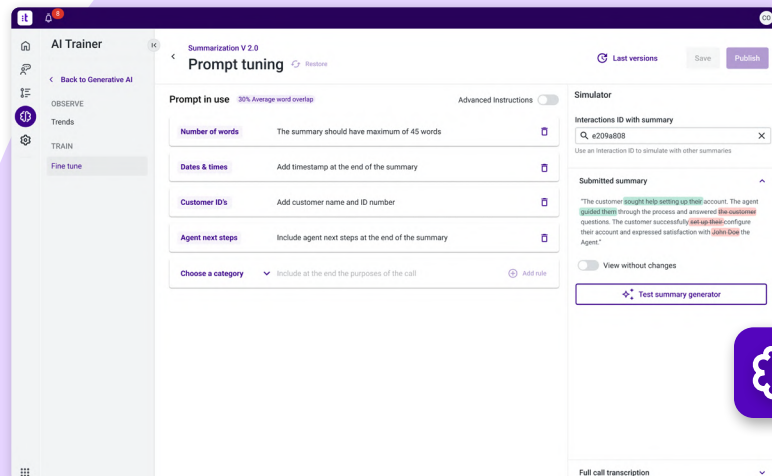


## Talkdesk Identity

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

## Talkdesk AI Trainer

Monitor AI behavior, fine-tune outputs, and establish protective guardrails to safeguard your brand's reputation—all with a no-code simple interface.





“By digitally deflecting 80,000 calls (38%) to a digital virtual agent and 85,600 calls (37%) to a voice digital agent, we've significantly improved operational efficiency.”

— JENNIFER LUNDBERG, VP TECHNOLOGY ENABLEMENT, HUMACH

## Pre-built use cases across industries.



### General

- Deliver proactive alerts
- Increase upsell/cross-sell
- Identify and authenticate
- Answer with FAQs
- Report status
- Reset password
- Manage appointments



### Retail

- Check order status
- Check loyalty status
- Request refund
- Register for warranty
- Proactively communicate promotions
- Schedule/change appointments
- Cancel order
- Change shipping address



### Banking

- Asset recovery & collections
- Suggest refinance options
- Check account balances
- Transfer funds
- Activate/deactivate cards
- Generate payoff quote
- Make a payment
- Provide proactive financial wellness insights



### Insurance

- Proactive policy and claim alerts
- Offer new insurance products
- Check policy and claim status
- Enter claim
- Renew policy
- Pay premium
- Get a quote



### Healthcare

- Schedule/reschedule/cancel/confirm appointments
- Check prescription status
- Refill Rx
- Inquire about costs
- Retrieve and pay balances
- Patient acquisition
- Provider search

#### 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](http://www.talkdesk.com).

**talkdesk®**

Experience. A better way.

[Talkdesk Virtual Agent](#)

