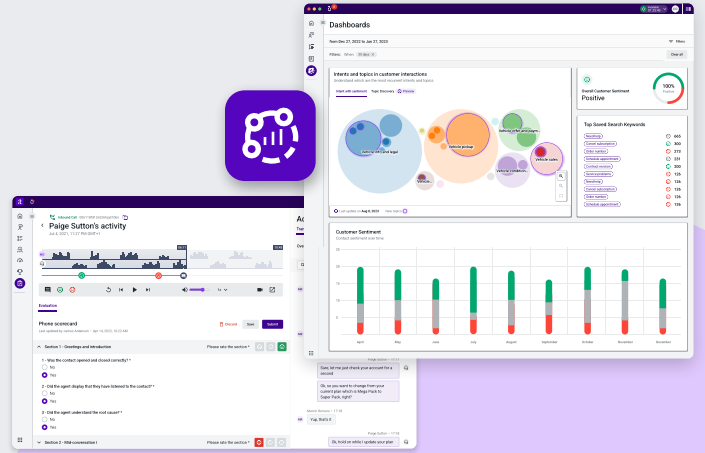# :talkdesk®

AI that actually extracts insights from every interaction.

Turn every conversation into customer intelligence with Talkdesk Customer Experience Analytics™.

The challenge.

Businesses across the globe produce billions of interactions per year, yet only a small fraction of those interactions are actually mined and analyzed for insights. Without generative AI, organizations are missing out on opportunities to build customer satisfaction and loyalty, improve contact center efficiency, and assess and optimize agent coaching and training at scale.

How Talkdesk solves it.

Talkdesk Customer Experience Analytics™ helps businesses uncover the insights hidden in their contact center interaction data and pinpoint the underlying issues causing poor customer experiences using the power of generative AI. While many solutions stop there, Talkdesk takes it a step further by infusing these capabilities into AI-powered quality management that can automatically evaluate 100% of agent interactions and surface insights to turn every agent into a top performer.

The Talkdesk difference.

Uncover unknown unknowns in your conversation data with generative AI, helping you understand customer behavior, friction points, and opportunities across different channels by automatically detecting and visualizing topic and customer mood trends with a single click (and no set-up required).

Make customer and agent journeys more efficient by identifying the ideal use cases to implement self-service automation, agent assistance automation, and knowledge management tools that ensure live agent resources are used efficiently as possible.

Improve agent coaching and training by leveraging AI to scale the quality management process, automate up to 100% of QM evaluations, and provide unique insight into each agent's strengths and weaknesses.

Leverage AI safely and effectively with powerful no-code tools to identify biases and inaccuracies, create guardrails and simulate results, keeping humans in the loop to prevent any potential harm or discrimination.

Business value.

29%
improvement in first
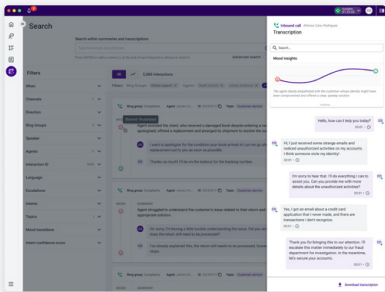call resolution.

20–30%*
cost savings.

10%+*
CSAT improvement.

*McKinsey & Company, "From speech to insights: The value of the human voice", January 21, 2022.
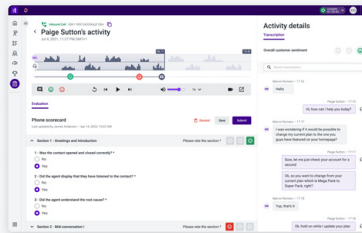
AI that actually transforms your business.

| Contextualize every interaction.	Infuse AI into agent coaching and training.	Proactively respond to CX issues faster.
Understand how customers are feeling at the beginning of a call, how their mood shifts by the end of the call, and what exactly contributed to that shift. Richer, more contextual insights help you tailor your interactions to better meet your customers' emotional needs, driving greater satisfaction and loyalty.	Scale the quality management process and improve agent performance by leveraging fully automated, AI-driven interaction scoring that's custom-tailored to your unique evaluation criteria.	Ensure compliance and get ahead of poor customer experiences by receiving real-time alerts in Talkdesk and your external systems when keywords and phrases are uttered by agents and customers.

bclc
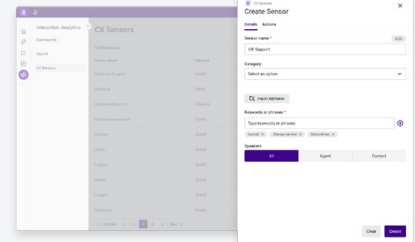
"When we first started enhancing our tech stack and getting more insight, our customer experience scoring was in the mid to low 80s. Implementing what we learned with Talkdesk speech analytics and sentiment analysis, we crept up to the 85–88 range, and with the infusion of AI we have surpassed the 90 mark."

— **MARTIN LAMPMAN**, DIRECTOR OF CUSTOMER CARE OPERATIONS AT BCLC

Use cases across industries.

	Challenges	Solution	Impact

Retail

Retailers want insight into the top reasons why customers are reaching out. In-store associates and online agents are often the first to know when issues arise, while decision-makers in teams such as merchandising, operations, and marketing struggle to keep up with the data and trends necessary to make improvements on behalf of the brand.

Uncovering how customers are feeling and why they're feeling that way helps retailers develop a more comprehensive understanding of why customers are calling in, how they're feeling about certain products or policies, and gives them the insights needed to solve problems at their root. These insights also help brands route customers to the best person or self-service channel to help.

- Improved visibility across the brand.
- Increased retail sales and customer lifetime value.
- Improved brand loyalty.

Banking

Ensuring representatives are abiding by strict regulatory compliance while delivering positive client experiences is difficult in an environment that deals with sensitive financial information.

Interaction transcripts and real-time alerts give insight into how closely representatives are following rules and regulations, and setting up AI interaction scoring to auto-fail interactions when specific processes aren't followed ensures strict compliance adherence.

- Improved representative performance.
- Improved client journey.
- Fewer compliance-related issues.

Insurance

Insurers today are on the hook for more than just reducing risk. As customer expectations are evolving, frequency of CAT losses increasing, new risks are emerging, and the industry is undertaking consolidation, insurers are looking for new ways to stay competitive while providing proactive services consumers trust.

Generative AI automatically surfaces trending topics that allow insurers to get ahead of issues, such as customers calling in about a new claim like business interruption during a pandemic, their rate increase, or new exposure inquiries. Insurers can then proactively inform customers with preventive tips, or inform their product teams about new opportunities, ensuring their belongings are protected and reducing the number of claims filed.

- Quicker reaction to "new normal" changes, such as pandemic.
- Intelligence for new opportunities.
- Reduced costs for insurance providers.
- Increased customer loyalty.

Use cases across industries.

	Challenges	Solution	Impact
Healthcare Providers	Overburdened healthcare systems strive to provide differentiated patient experiences but are challenged with understaffed departments that often support complex, high-empathy interactions.	Patient mood insights keep providers informed of how patients are feeling about the quality of service they're receiving. AI-powered automated scoring helps resource-constrained supervisors uncover problem areas and coach agents at scale.	• Deeper understanding of the patient journey. • More impactful agent training. • Higher patient engagement and satisfaction.
Government	Government agencies are built to serve their communities in areas such as education, public safety, and benefits programs, but often lack the insights to know how to engage and empower citizens at scale and prioritize costly public service projects.	Intent dashboards give government and public service agencies a birds-eye-view of what their citizens are talking about, how they're feeling, and what they're looking for from the government entities that serve them.	• Efficient responses and improved accuracy. • Enhanced citizen experiences. • Improved trust and better constituent outcomes.
Travel & Hospitality	As the industry rebounds, travel and hospitality companies are being pushed to their brink to effectively coach and retain agents, accommodate patrons, and provide memorable customer experiences.	AI-powered quality management extracts insights from interaction transcripts, identifies customer sentiment, and leverages automated scoring to ensure travel and hospitality agents are providing great customer experiences while feeling like they're in control of their job growth in a booming, but still-turbulent industry.	• More empowered and better-skilled agents. • Increased travel bookings. • Better ratings and reviews.

:talkdesk®

Experience. A better way.

AI for Customer Experience Analytics