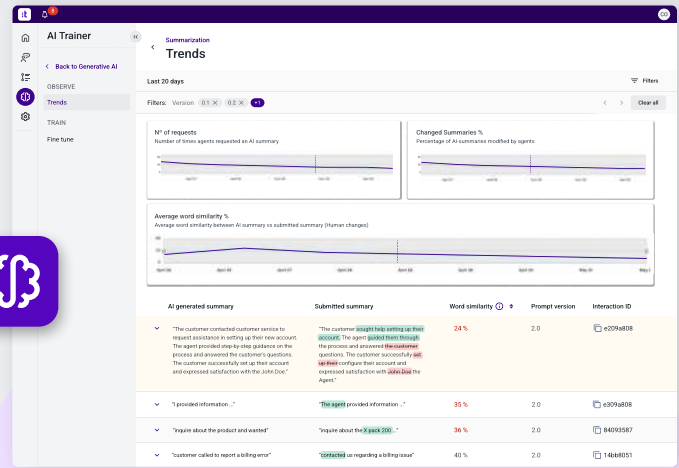




Talkdesk AI Trainer™

Maximize AI. Minimize risk.

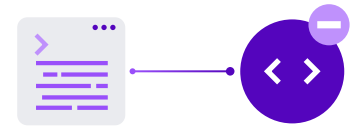


Talkdesk AI Trainer™ allows organizations to harness the full potential of artificial intelligence (AI) in their contact center while ensuring responsible, reliable, and safe usage. A simple, no-code interface makes it easy to establish guardrails and update models without employing a team of expensive data scientists. Generative AI observability dashboards give confidence that AI responses are accurate, ethical and compliant. With AI Trainer, responsible AI is just a click away.

Main capabilities

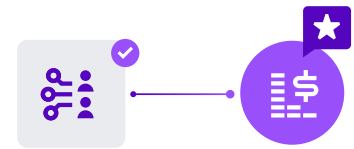
Effortless adjustments

Say goodbye to the complexities of R and Python. A no-code interface empowers users to effortlessly make adjustments to models, ensuring contact center AI is always aligned with evolving business needs.



Rapid model training with generative AI

Enhance AI reliability and cost-effectiveness. Generative AI automatically recommends training phrases and synonyms specific to any organization or industry, and adds them to your models with the push of a button.



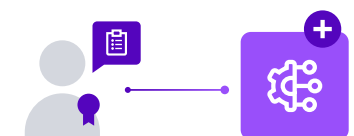
Full visibility and control

Easily establish rules and guardrails and test them on past conversations before going live. Pre-built generative AI dashboards help identify biases, detect hallucinations, and pinpoint areas for improvement.



Human oversight and guidance

Manage edge cases and ambiguities with confidence. Integrate human expertise into tasks that are challenging for algorithms to solve alone. Provide feedback on model predictions to enable continuous learning.



Key features and benefits



No-code interface

- Adjust and update models with drop-down menus and check boxes.
- Add rules and guardrails through easy-to-follow prompts.



Generative AI observability dashboards

- Identify irregularities with AI-generated outputs, such as bias and hallucinations.
- Pinpoint areas for improvement and upkeep.



Generative AI data augmentation

- Request phrases and synonyms from generative AI based on your business needs.
- Instantly train models with generative AI suggestions.



Simulation sandbox

- Test AI responses with real, previous conversations in a private sandbox before going live.
- Test and refine speech transcription by articulating words and phrases directly into your computer's microphone.

What customers say about Talkdesk AI Trainer



“What really stands out is Talkdesk’s commitment to delivering responsible AI. Built-in visibility and guardrails that I can control, without needing a team of data scientists, is a game-changer that maximizes our opportunities with AI.”

— KEN COHEN, SVP SALES & BUSINESS DEVELOPMENT, [JK MOVING SERVICES](#)



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 AI Trainer™](#)

