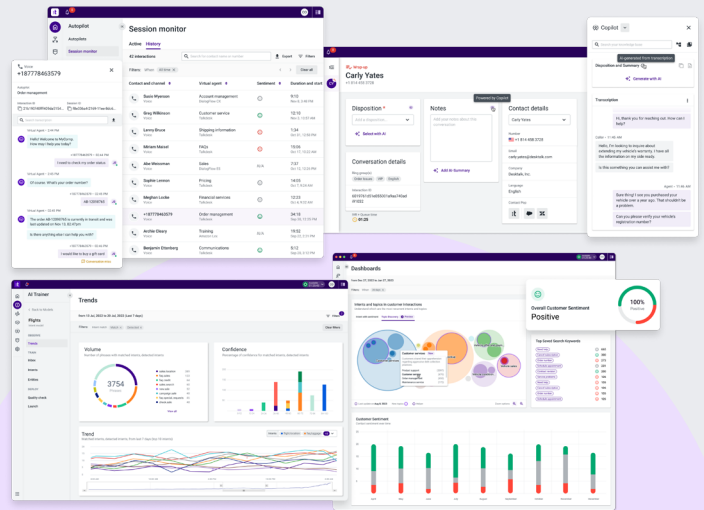




Talkdesk Ascend Connect

Launch your CX to new heights with Talkdesk AI.

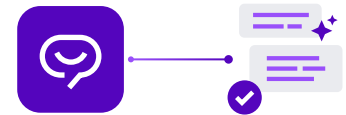


Talkdesk Ascend Connect is a suite of AI-powered CX applications that helps on-premises contact centers fuel expansion, elevate customer experiences, empower agents, and streamline operations. A flexible adoption model and no-code AI makes it easy to integrate generative AI without costly data scientists and prolonged deployments.

Main capabilities

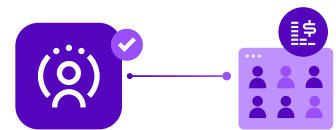
Incorporate AI self-service across the customer journey.

Talkdesk Autopilot generates highly contextual conversational responses to customer inquiries using generative AI. Don't just deflect calls with self-service, autonomously resolve them at first contact.



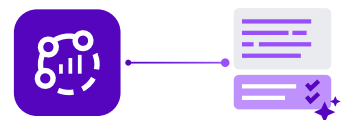
Empower agents with real-time guidance.

Talkdesk Copilot delivers real-time automated assistance, contextual recommendations, and next-best actions with generative AI. Answer customer inquiries quickly and accurately, while reducing costs and improving operational efficiency.



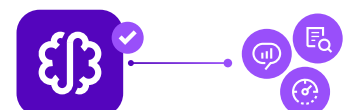
Turn every interaction into customer intelligence.

Talkdesk Interaction Analytics reviews customer conversations for topics and sentiment trends without setup. With generative AI, it detects emerging topics, uncovering valuable insights and opportunities—even unexpected ones.



Train AI without needing AI training yourself.

Talkdesk AI Trainer empowers business users to train and fine-tune AI models used in contact centers, while providing ultimate control and visibility.



Key features



IVR Integration

Seamlessly route callers from your IVR to Talkdesk Autopilot.



Talkdesk Knowledge Management™

Get answers not articles. A knowledge management system made for easy searching.



Transcription with sentiment

Uncover emerging topics and opportunities to streamline operations.



Automation designer

Enable non-technical users to build and manage Talkdesk Autopilots without manually creating scripts or conversational flows.



Live agent escalation

Identify complex issues and seamlessly handoff customer interactions to a human agent from Talkdesk Autopilot.



Automatic summary

Automate after call work with generative AI summarization and disposition selection.



Session monitor

Access live and archived details, like transcriptions and sentiment analysis to measure quality.



Dashboard

Visualize customer intents, topic discovery, and escalation rate to live agents.



“When we say ‘effortless,’ it means for the caller, but also the agent. Talkdesk’s self-serve options improve the user experience as well as the customer experience.”

— RITA MICHAUD, DIRECTOR, CX ENTERPRISE PROJECT MANAGEMENT, SERTA SIMMONS BEDDING, LLC

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®

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[Talkdesk Ascend Connect](#)

