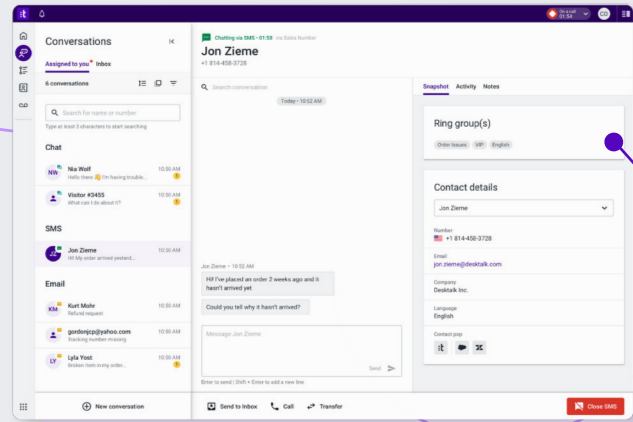




# Talkdesk Digital Engagement

Engage with your customers through their channel of choice.



Talkdesk Digital Engagement™ empowers your contact center to engage with customers and prospects through their channel of choice. Keep conversation context and personalize interactions across a wide range of communications channels.

## Main capabilities

### Support continuous conversations.

Talkdesk Digital Engagement provides integrated customer support through SMS, chat, email, social messaging, fax, and more. Engage with customers on one channel and seamlessly elevate the conversation across any other channel without having to restart the conversation.

### Deliver a consistent omnichannel experience.

Improve the agent experience with an all-in-one Agent Workspace, where agents can manage all voice and digital customer interactions within a single, unified interface wherever customers are in their journey. Critical information and customer context are directly accessible, ensuring a responsive, personalized experience. With several routing options—push, pull, or team-based—customers are always connected with the right agent.

### Maximize digital touchpoints customization and agility.

Easily create, duplicate, activate, deactivate, or delete digital touch points within [Talkdesk Workspace™](#) to meet your business' unique needs.

### Never let a conversation go unresolved with Talkdesk Cases™.

Transform complex customer conversations into positive business outcomes with [Talkdesk Cases](#), an omnichannel ticketing system.

### Gain complete visibility into every engagement interaction.

Centralize reporting across all channels on one platform to improve customer journeys and agent performance.

## Digital channels



### Email

Easily manage all email communications within a single interface.



### Chat

Leverage real-time chat communications to deliver a more personalized customer experience.



### SMS

Conveniently connect with customers on any mobile device using SMS.



### Fax

Securely send and receive online faxes within Agent Workspace with Talkdesk Fax powered by eFax.



### Social messaging

Bring together customer interactions across more digital channels such as Facebook Messenger, WhatsApp, and more.



### Custom channels

Connect your customers via any 3rd party system with Digital Connect.

## Key features



### Unified Agent Workspace Experience

Bring all channels together in a single pane of glass to easily manage each customer interaction across any channel.



### Omnichannel flows

Connect with your customers on their channel of choice and seamlessly route them to the best agent.



### Live agent escalation

Identify complex issues with escalation needs and seamlessly handoff customer interactions from a Virtual Agent to a human agent.



### Transfer conversations

Improve agent accuracy and resolution rates by seamlessly transferring digital interactions between agents with a single click.



### Increase capacity

Drive contact center efficiency by enabling agents to handle multiple conversations according to your business needs.



### Response templates to guide agents

Increase consistency and agent productivity across all your digital channels with defined response templates.



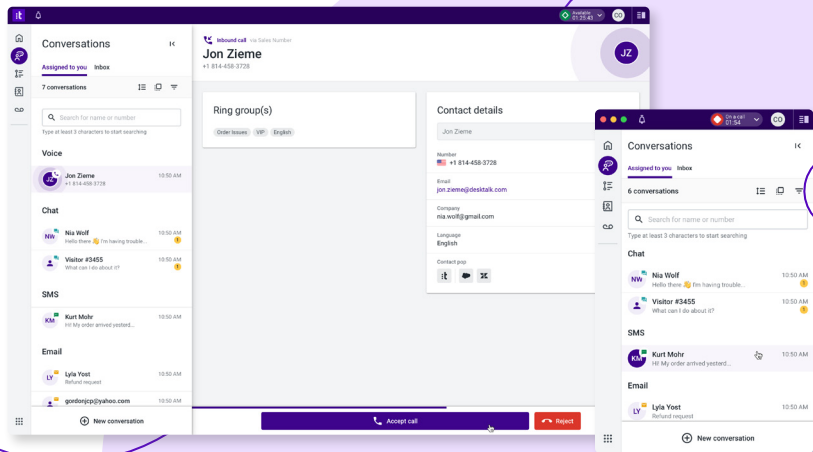
### Inbox filtering & sorting

Enable agents to find the right messages and conversations more efficiently with the ability to filter and sort their digital inbox.



### Prioritization level

Easily classify and prioritize digital conversations to increase customer satisfaction.



### About Talkdesk

Talkdesk® is a global cloud contact center leader for customer-obsessed companies. Our automation-first customer experience solutions optimize our customers' most critical customer service processes. Our speed of innovation, vertical expertise, and global footprint reflect our commitment to ensuring that businesses can deliver better experiences across any industry and through any channel, resulting in higher customer satisfaction and accelerated business outcomes.

**talkdesk**®

Experience. A better way.

[Talkdesk](#)

[Digital Engagement](#)

