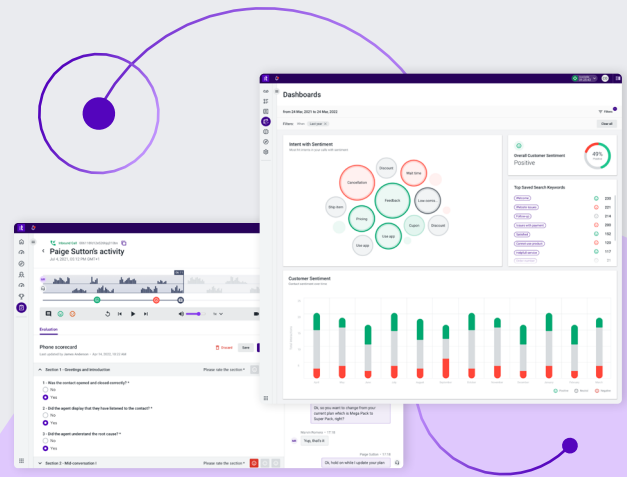




Identify the root causes of customer issues.

Turn every conversation into actionable insights 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 the right technology to do so, organizations are missing out on opportunities to assess and optimize agent coaching and training at scale, improve customer satisfaction and loyalty, and boost contact center efficiency.

How Talkdesk solves it.

Talkdesk Customer Experience Analytics™ helps businesses uncover the insights hidden in their contact center interaction data through powerful speech and text analytics to find the underlying issues causing poor customer experiences. 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 help identify the insights needed to turn every agent into a top performer.

The Talkdesk difference.



Turn every conversation into customer intelligence that delivers actionable interaction insights and helps you discover unknown pain points that lead customers to reach out to your business.



Make customer and agent journeys more efficient by identifying the ideal use cases to implement self-service automation, agent assistance, and knowledge management tools to use live agents more efficiently.



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.



Discover new patterns and trends in interaction data by empowering contact center staff to train and maintain your AI models over time, ensuring that you can capture and analyze customer intents accurately at a fraction of the cost.

Business value.

29%

improvement in first call resolution.

20-30%*

cost savings.

10%+*

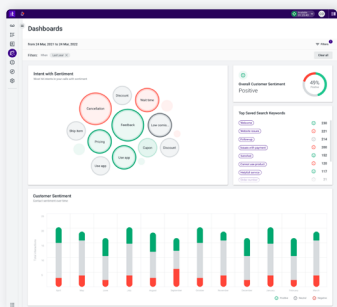
CSAT improvement.

*McKinsey & Company, "From speech to insights: The value of the human voice", January 21, 2022.

Ways to achieve outcomes from insights.

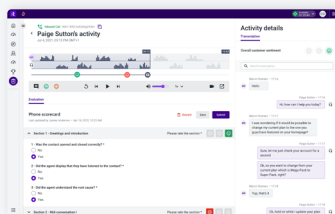
Understand customer intent and sentiment.

Capture, transcribe, and analyze 100% of customer interactions using artificial intelligence to identify key conversation moments, topics, and sentiment.



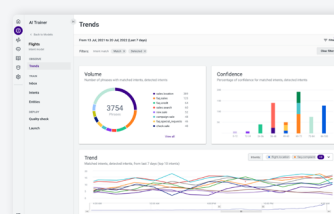
Infuse AI into agent coaching and training.

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.



Continuously optimize your AI models.

Fine-tune intent model accuracy with human-in-the-loop technology that enables non-technical staff, like agents and supervisors, to improve the accuracy of AI with an intuitive, no-code interface.



"If your company or CX team is truly customer-centric, your focus should be on the customer with everything you do, which should determine your objectives and KPIs. Talkdesk enables everyone to keep the focus on what matters: the customer."

— DORON PRYLUK, SVP OF CUSTOMER EXPERIENCE AT GLASSES USA PARENT COMPANY OPTIMAX

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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 emerging topics and detecting intents 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 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.

Interaction analytics dashboards and intent detection display trends 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.

Sentiment detection keeps 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 and sentiment 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.

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.

Identify the root causes of customer issues

