:talkdesk®
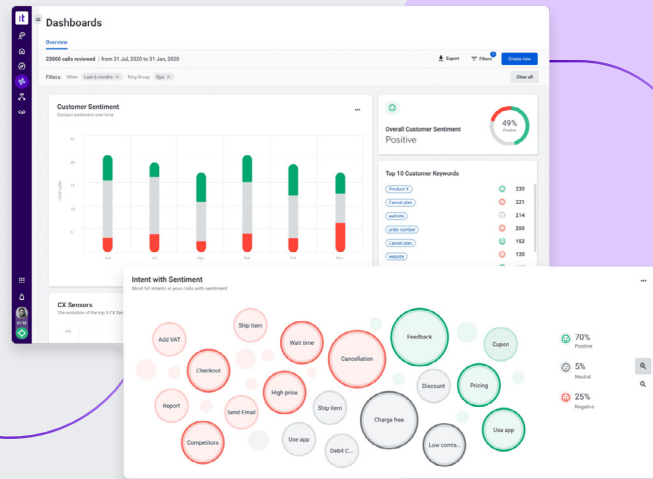
Interaction Analytics

Collect, transcribe, and analyze 100% of interactions with speech and text analytics.

Automate the discovery of unknown friction points in the customer journey.
Talkdesk Interaction Analytics™ is an AI-powered speech and text analytics tool that captures, transcribes, and analyzes every customer interaction across all contact channels. Find key conversational moments, topics, customer intents, and sentiments to take the next best action to create a faster and more frictionless customer experience.

Discover the root causes of customer issues.

Uncover the details of what customers are communicating, and understand the issues causing contact peaks across different channels. Easily visualize the trending topics and variations on customer intents and sentiments, and discover better ways to create the best customer journey to improve CSAT and drive more revenue.

Automate the discovery of hidden insights.

Combine insights on voice and text interactions into a single interface to find the buried details that could reveal friction points in your customer service experience. Discover issues impacting agent performance with searchable call transcripts, expanding automated call monitoring capabilities of Talkdesk Quality Management™.

Speed up response times to critical issues.

Trigger alerts when specific preset conditions occur so you can proactively identify issues 24/7 and address negative experiences quickly to avoid escalations. Real-time speech analytics enables features like CX SensorsTM and integrations so you can automate alerts and actions for urgent issues on different channels and third-party platforms.

Make customer and agent journeys more efficient.

Apply interaction insights to all AI-powered tools and discover opportunities to lower the cost of service while maintaining a high-quality customer experience. Use live agent resources more efficiently by identifying the ideal use cases to implement self-service automation, agent assistance and knowledge management tools.

Features

- Sentiment analysis
- Topic and intent detection
- Custom vocabulary
- Dashboards
- Transcription cards
- Keyword sensors: CX Sensors™
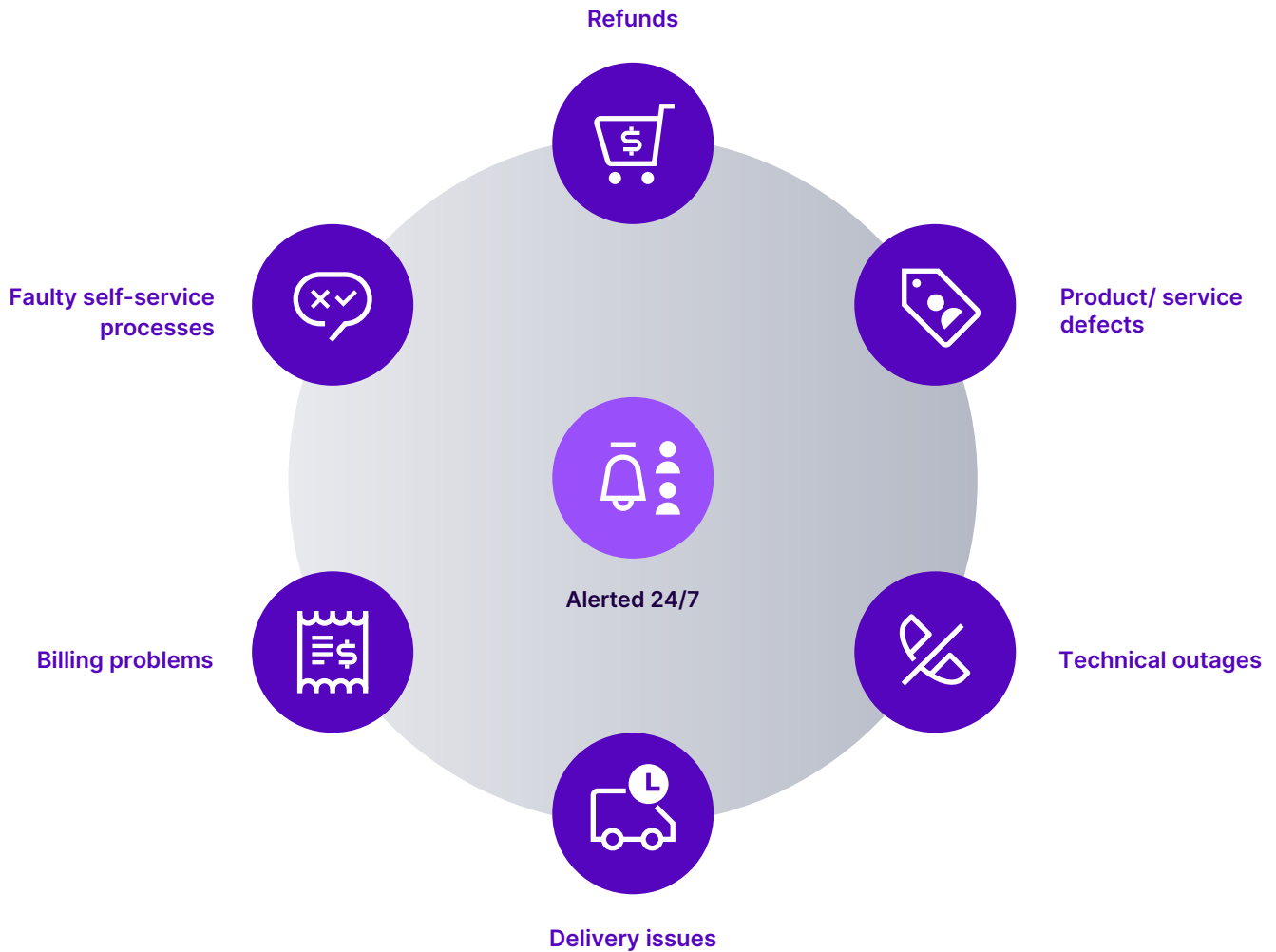- Utterance audio player
- Audio recordings
- Integrations

> "With Talkdesk, we've been able to identify certain patterns and trends that have made a significant impact on the service experience we provide to our clients."
>
> — BILL BURCH, VICE PRESIDENT OF CUSTOMER SERVICE, CHERWELL SOFTWARE

Identify causes of customer issues across multiple use cases.

Refunds

Faulty self-service processes

Product/ service defects

Alerted 24/7

Billing problems

Technical outages

Delivery issues

About Talkdesk

Talkdesk® is a global customer experience leader for customer-obsessed companies. Our contact center solution provides a better way for businesses and customers to engage with one another. Our speed of innovation and global footprint reflect our commitment to ensure businesses everywhere can deliver better customer experiences through any channel, resulting in higher customer satisfaction, cost savings, and profitability.

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Experience. A better way.

talkdesk.com/resources/datasheets/speech-analytics/