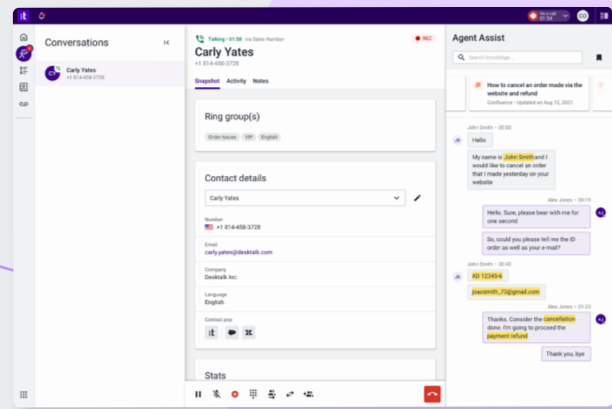




Talkdesk Agent Assist

Help agents resolve issues correctly and quickly.



Talkdesk Agent Assist™ helps agents resolve issues correctly and quickly by proactively delivering contextual recommendations, next best actions, and automated assistance to achieve exceptional customer experience. Agent Assist uses AI to empower agents with a personalized assistant that listens, learns, and provides intelligent recommendations in every conversation.

Main capabilities

Improve agent proficiency and accuracy.

Provide real-time call transcriptions and dynamically suggest answers from the knowledge base inside the agent interface. And give agents step-by-step guidance with Smart Scripts. Agent Assist boosts first contact resolution and decreases ramp up time for new agents.

Simplify agent effort on administrative tasks.

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.

Reduce the need for supervisor assistance.

Enable agents to be more self-sufficient in solving customer issues, giving supervisors more time to focus on priority tasks. Reduce queries to supervisors and unnecessary escalations while accelerating agent training and onboarding.

Integrate your knowledge base.

Give agents contextual recommendations and direct answers from the knowledge base during live interactions. Use Talkdesk Knowledge Management™ to get answers, not articles.

Features



Next best actions



Knowledge base suggestions



Real-time call transcription



Smart Scripts



Interaction summary



Interaction history



In-app automations