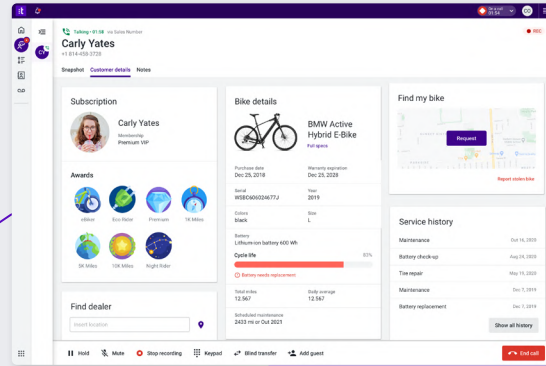# :talkdesk®

Talkdesk Agent Workspace

All the tools and data your service and support staff need at their fingertips.

Talkdesk Agent Workspace unifies all the CX applications and information agents need on a "single pane of glass", empowering them to work more efficiently and effectively. It's accessible from anywhere on any device, strikingly intuitive to use, and designed to deliver personalized customer experiences that build loyalty and drive revenue.

Main capabilities

A one-stop shop for customer conversations

Manage all voice and digital customer conversations with a single, unified interface wherever customers are located. Critical information and customer context are directly accessible every step of the way, while Talkdesk Agent Assist™ provides real-time recommendations, task automations, and next best actions — ensuring the optimal customer experience, every time.
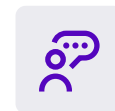
Streamlined customer interaction → Higher CSAT

Unparalleled agent productivity

Provide direct access to all vital customer experience applications and data on a single screen, eliminating context-switching between browser tabs. Agent Workspace makes it easy to seamlessly transition between handling live interactions, managing voicemails, completing after-call work, trading shifts with colleagues, requesting coaching from supervisors—everything needed to stay engaged throughout the employee lifecycle.
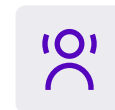
Reduced agent effort → Increased agent productivity

Intuitive, personalized interfaces

Reduce onboarding time and quickly develop power agents with a consistent, intuitive user experience across every Talkdesk application. Organize and customize your Agent Workspace by easily adding new cards and tabs to prioritize the applications, information, and integrations your agents need most.

Consistent and flawless experience → Quick onboarding time

Integrate and automate your CX workflows

Enable greater efficiency with our AppConnect marketplace and our more than 60 out-of-the-box integrations, including with leading enterprise systems such as Salesforce, Microsoft Dynamics 365, Zendesk, and ServiceNow. Sync contact information, update records, and automatically create cases and tickets directly from your Agent Workspace.

Automated workflows → Better average handle time

Key features

Digital Engagement

Provide seamless customer support across any channel - SMS, live chat, email, and more.

Unified Interface

Access all critical agent tools including customer interaction channels, workforce management, performance management, contacts, and more on a single screen.

Contact Management

Easily search, edit, delete, create contacts, and more using quick actions.

Voicemail Management

Create a personal inbox and bring important voicemails in to listen, download, analyze transcriptions, or assign them to another agent.
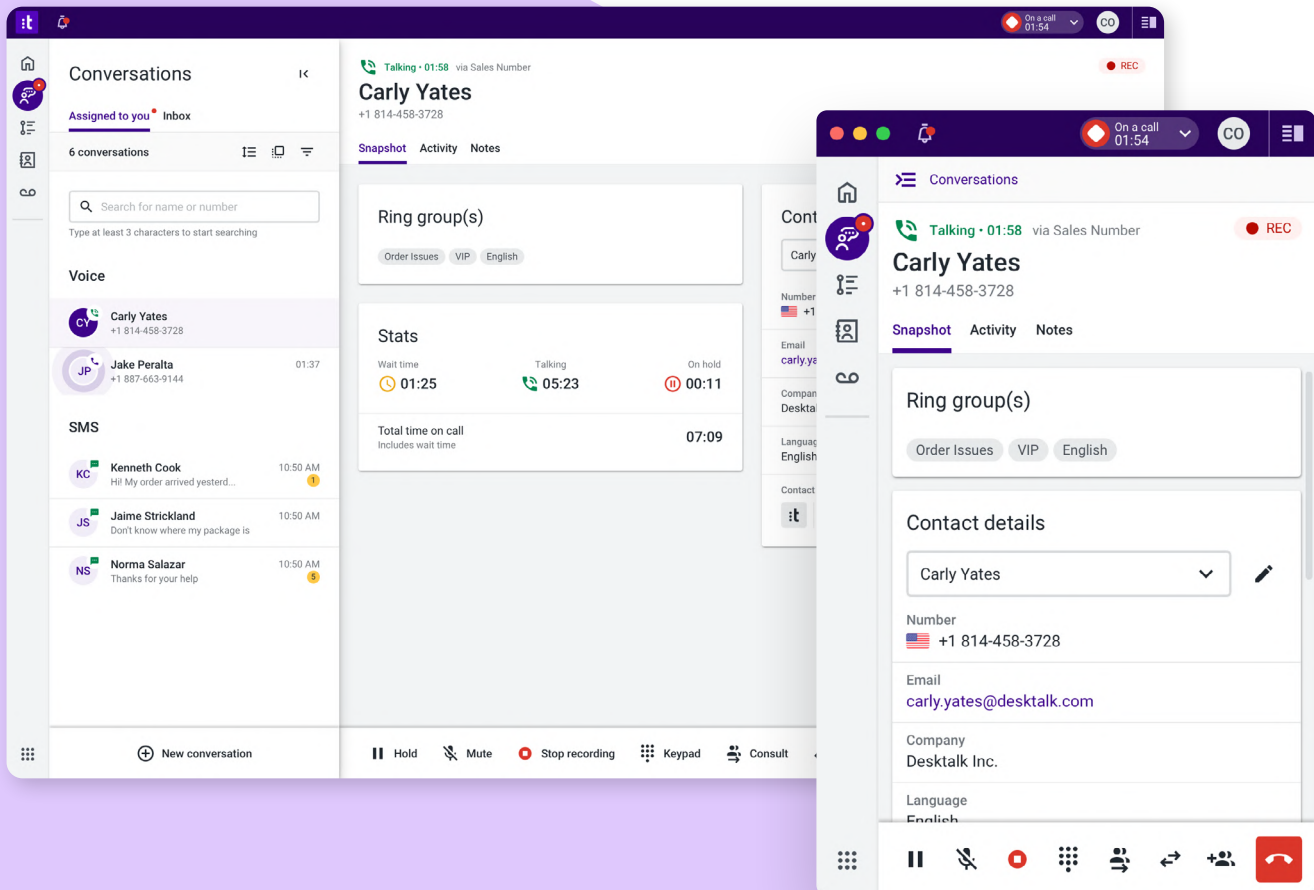
Activity History

Stay in the know with cross-channel interaction history, including abandoned and transferred calls.

Warm and Blind Transfers

Resolve customer issues faster by transferring calls to subject matter experts.

Conference Calls

Add an agent, a supervisor, or a manager to a customer call for the best possible service.

Language Selector

Let agents personalize their Workspace with their language of choice.

Custom Tabs

Provide agents with the right customer context for your business or industry by configuring personalized tabs in Agent Workspace.

Notification Center

Alert agents of recent events through a centralized notification feed.

"I can add an agent in 15 seconds, and there is no learning curve. We already hire agents who want to provide an excellent customer experience. They don't have to waste time thinking about how to use Talkdesk. It just works."

— **MEGAN HAMILTON,** CUSTOMER SERVICE MANAGER, ZUMIEZ

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.

:talkdesk®

Experience. A better way.

Taldkesk Agent Workspace