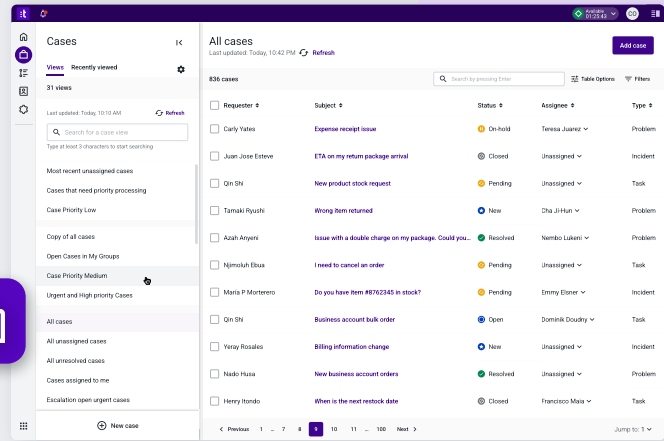# :talkdesk®

Talkdesk Cases

Never let a conversation
go unresolved.

Talkdesk Cases™ is a digital engagement feature that empowers organizations to transform complex customer conversations into positive business outcomes. It fully integrates with your contact center solution, consolidating every customer conversation in a single workspace, to manage and resolve complex customer inquiries through collaboration. Provide your teams with a time-saving collaboration tool to increase customer satisfaction and loyalty.
Keep the conversation going until the customer query is resolved.
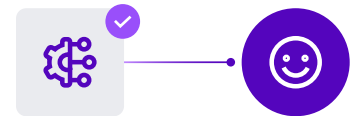
Main capabilities

Drive customer retention.
Meet SLAs and ensure no complex customer inquiry is ever lost or delayed.
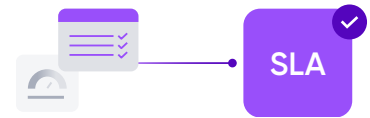
Automation first.
Combine the power of automating tedious, redundant, and repetitive tasks with dedicated issue tracking to remove friction from customer service workflows.


Streamline workflows.
Streamline your customer service workflows with a simple and intuitive platform to easily prioritize, manage, keep track, and follow up on complex customer conversations.

Boost collaboration.
Enable your teams to work together and keep the conversation going until the customer query is resolved, transforming conversations into positive business outcomes.
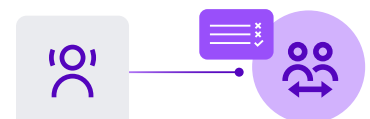
Key features

Integrated UI
Develop a comprehensive understanding of your customers' conversations to provide tailored experiences in a centralized workspace.

Advanced filtering
Foster a more streamlined approach to tracking, prioritizing, and responding to complex customer conversations with advanced filtering and customized case views.

Collaboration tools
Speed up resolution time by promoting easy communication and collaboration for your teams to handle complex customer conversations.

Metric-driven insights
Gain actionable insights with key metrics covering everything from caseload to tracking and adhering to SLAs.

Task automation
Optimize efficiency by automating repetitive tasks and triggering time-based actions.

Service level agreement
Provide timely answers within the agreed SLA.

Inbound call accepted
by Teresa Juarez • Today, 10:40 AM
via Claims number

Case created
by Teresa Juarez • Today, 10:41 AM
Requester: Carly Yates

Internal note updated
by Teresa Juarez • Today, 10:42 AM
Subject: Business insurance claim

Status updated
by Teresa Juarez • Today, 10:44 AM
New → Open

Outbound email sent
by Teresa Juarez • Today, 10:45 AM
via Claims number

Open ⌄

CASE STATUS
New
Open
Pending
On-hold
Resolved

✓ Case successfully resolved!

Subcase created
by Teresa Juarez • 2 minutes ago
Requester: Carly Yates

Assignee updated
by Teresa Juarez • Just now
None → Graham Shaw

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talkdesk®
Experience. A better way.

Talkdesk Cases