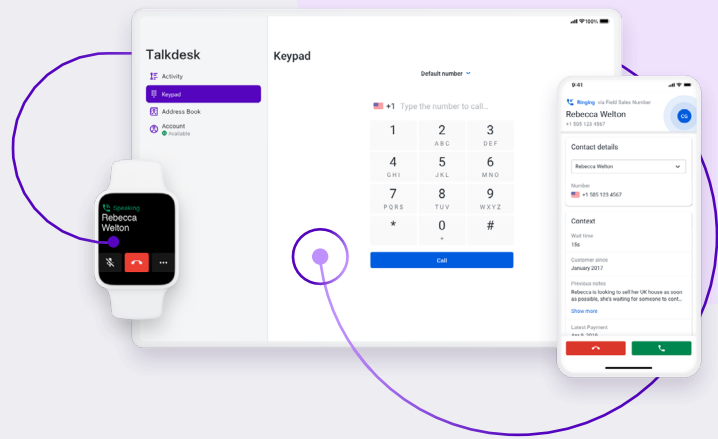




Conversations Mobile App

Effectively and efficiently engage with customers any time, anywhere, using any mobile device.



Talkdesk Conversations Mobile App is a native mobile contact center that puts the power of Talkdesk in an agent's mobile phone, tablet or smart watch. Empower your teams with real-time customer information and powerful tools to provide an excellent customer experience wherever they go.

Superior call handling on the go.

Empower agents to professionally handle customer calls on any iOS or Android device. Conversations Mobile App has all the functionality agents expect, including call controls, status settings, dispositions, and voice control.

Customer service beyond the contact center.

Give every frontline employee the power to deliver exceptional customer experiences by extending Talkdesk beyond the call center to field technicians, outside sales, or location-based workers.

Seamlessly connect to critical information.

Conversations Mobile App integrates with your favorite CRM applications, providing agents with quick access to customer context, plus time-saving automations.

Stay in the know.

Conversations Mobile App keeps track of every conversation, so you can stay on top of key performance metrics. Reporting options are designed to help you better manage remote teams and optimize your customer experience.



"The Mobile App is perfect for team members who work between different locations, such as our London office and off-site warehouse. It enables them to take calls and effectively go about their day, whilst still capturing the call data."

— DAVID WHITESIDE, GM FOR LONDON, ONEFINESTAY



Features



Inbound/
outbound calls



Call recordings



After call work



CRM connectivity



Status management



Call transfers



Hands-free shortcuts



SSO authentication



Split screen