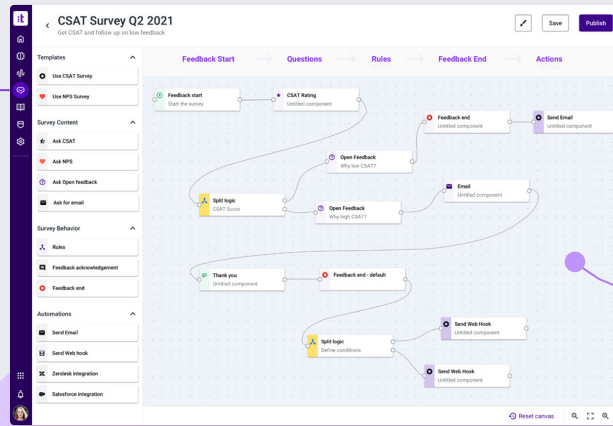




Talkdesk Feedback

Turn customer feedback into customer satisfaction.

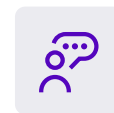


Easily create and deploy surveys on any channel to capture, analyze, and act on customer feedback. Gain the insights you need to discover trends, identify opportunities and pain points, and make informed decisions that lead to happier, more loyal customers.

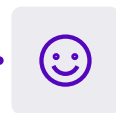
Main capabilities

Create and deploy surveys with ease.

Talkdesk Feedback enables companies of all sizes to easily create and deploy surveys to capture customer feedback at any point in their journey. Deploy custom SMS surveys to quantify customer feedback. Enable customers to add qualitative feedback to their response by offering the ability to leave feedback via open text comment.



Easily capture quantitative and qualitative feedback



Improve customer satisfaction

Increase engagement and response rates.

Ensure you're hearing from as many customers as possible by meeting them where they're interacting with your brand most. Improve response rates by deploying surveys through channels like SMS and IVR, while consolidating responses for easy analysis.



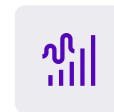
Capture feedback through multiple channels



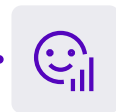
Improve response rates and engagement

Analyze and act on areas of opportunity.

Use powerful yet intuitive reporting tools to discover trends, uncover insights, and identify opportunities both within and beyond the contact center, such as in marketing or product development. Instantly view and filter customer feedback in the live feedback stream or do deeper analysis using Talkdesk Explore™, our native business intelligence tool.



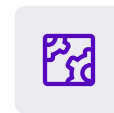
Visualize live and historical feedback data



Make data-driven CX improvements

Create better customer and agent experiences.

Pair your rich customer feedback from surveys with the customer interaction data in your contact center (e.g., wait time, first call resolution, etc.), to make meaningful improvements to your CX programs and improve satisfaction and loyalty. Integrate customer feedback metrics with Talkdesk Performance Management™ to celebrate agent wins and identify areas where more tailored coaching can make an impact.



Integrate feedback and contact center data



Create more personalized experiences

Key features



SMS surveys

Easily create and deploy SMS surveys to keep a pulse on how customers are feeling about your brand.



IVR surveys

Streamline call flows by using the 'get feedback' component in Talkdesk Studio™ to capture customer feedback in the IVR.



Open text comments

Add context to your quantitative feedback by allowing customers to share additional thoughts via open text comment.



Live feedback stream

Assess and act on customer feedback in real-time by receiving a live stream of survey responses.



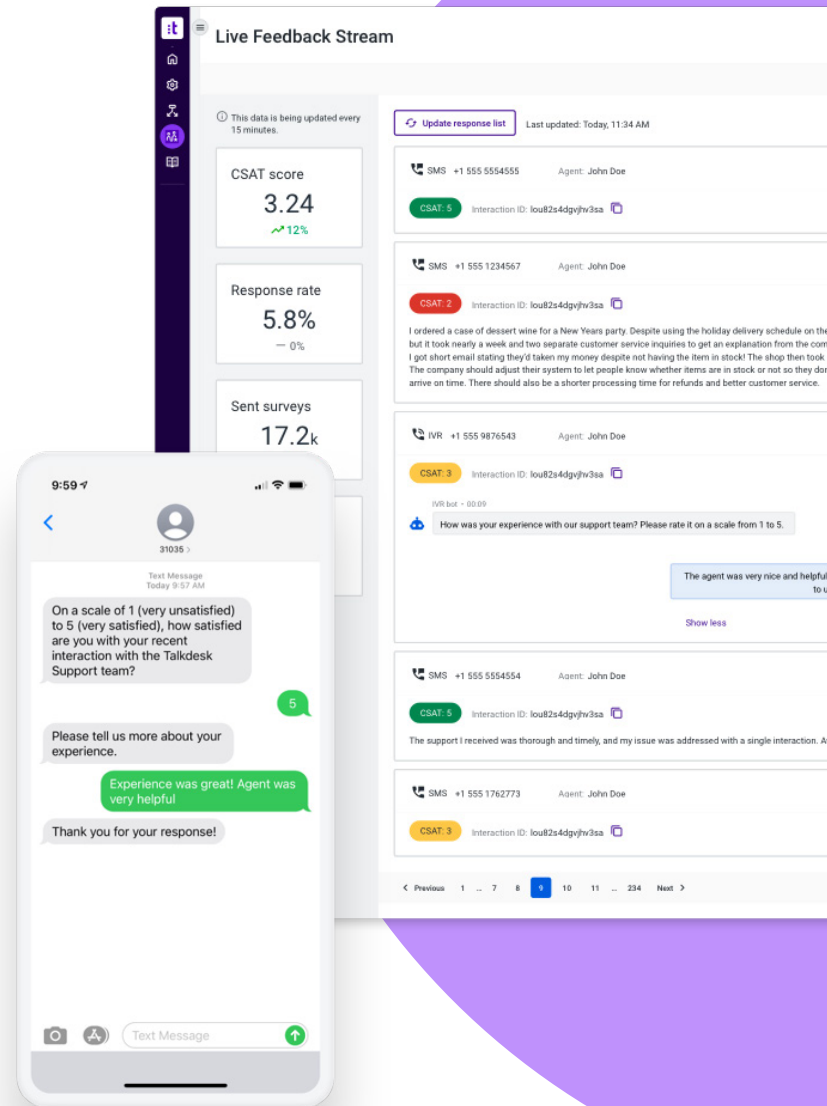
Flexible reporting

Deep dive into feedback data with our native business intelligence tool, Talkdesk Explore, or export to your reporting tool of choice.



Performance management integration

Tie customer feedback to agent performance metrics by sending customer feedback data directly to Talkdesk Performance Management.



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.

[Talkdesk Feedback](#)

